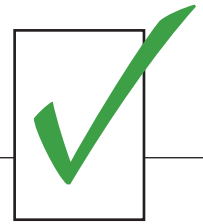


New Meter Reading System is fully functional...Finally



Thank you everyone for your patience as we transitioned from an old, outdated AMI (Advanced Metering Infrastructure) system to a more advanced state-of-the-art AMI system.

GELD was one of the first utilities in New England with a two-way meter reading system that offered real time data for outage alerting. In 2006, we began deploying Arkion's meter system. We were Arkion System's first full deployment, and they were so successful they were bought out by Mueller Systems in 2009. Mueller Systems is one of the largest makers of products for water distribution in the world. Having a large company behind our meter reading system was beneficial for a decade until that company made a strategic decision to focus all their resources on water metering and pulled away from electric metering.

Service began deteriorating as the meter system was nearing the end of its physical life, so in 2020 we began the search for a new vendor. Our search led us to Eaton and their advanced metering infrastructure system. GELD signed a contract with Eaton to begin our new

meter reading deployment in May of 2021. Unfortunately, Covid and inflationary economic obstacles combined to give us many challenges with deploying our new system and implementing all the features our customers have grown accustomed to.

Today, the system is fully deployed and the new customer portal for viewing meter usage was *quietly* introduced to customers last month. We partnered with MyMeter to create the customer portal and began the roll-out with a message in the notice section on last month's bill. The customer portal can be accessed by going to mymeter.grotonelectric.org. To create an account, you will need your Groton Electric account number and your name exactly as it appears on your bill.

This same company may be offering your bill information online soon, so watch for more information in upcoming newsletters.

Customer Satisfaction Survey



Starting on June 5, 2023, and running through the end of the month, the Groton Electric Light Department (GELD) will be conducting digital surveys among residential customers.

The purpose of the survey is to gather the opinions of our customers so that we may better understand the overall approval with GELD, and satisfaction with GELD's customer service, communication preferences of customers, and use and interest in GELD's programs and services.

The research study will be conducted in partnership with GreatBlue Research, Inc. As required by the Code of Ethics of the National Council on Public Polls and the United States Privacy Act of 1974, GreatBlue Research, Inc. maintains the anonymity of respondents to surveys the firm conducts. No information will be released that might, in any way, reveal the identity of the respondent to GELD.

On June 5, you will find the digital survey conveniently located on GELD's website. The survey will also be sent via e-mail to all customers who have provided GELD with their e-mail address.

If you have any questions about the survey, please contact GreatBlue Research, Inc. at 860.740.4000 or GELD at 978-448-1150. We thank you for your cooperation and hope that you participate in this important survey.



Use the QR code to take the survey.

Power Cost Adjustment

The GELD Board voted to reduce the PCA (Power Cost Adjustment) portion of the bill to zero (\$0.00) at the April Board meeting.

Due to some challenges during billing, that vote was NOT implemented on the April bill that should have been received the first week in May. You will notice a reversal of that charge on the May bill along with this newsletter. This bill should have a credit in the PCA field on your bill. We anticipate that with the present power markets, we can maintain our current electric rate with a PCA of zero (\$0.00) into the fall. The New England energy markets remain extremely volatile and challenging in the winter and we will

let you know in the fall how we will be dealing with rates for the winter of 2023/2024.

Last year GELD customers saw the highest electric rates ever, but for some perspective please see the graph below. The “Investor-Owned Utility” in the chart below refers to Eversource, National Grid and Unitil. For the average 12 months ending March 30, 2023, for a 750 kWh bill, National Grid rates are 106% greater than GELD rates and Unitil rates are 107% greater.

HOW OUR RATES COMPARE: Average Rate April 2022–Mar. 2023

