

the Messenger

A newsletter from Middleborough Gas & Electric Department August 2003

Our customers have spoken. And they are telling us, for the most part, to leave things the way they are. New technologies get little interest, while rates and reliability are great as is, according to our latest survey.

Customer survey results are in

The results are in for our 2003 Customer Service Survey, and we're pleased to report that the overwhelming majority of participants gave us high marks for reliability and service. Also, more customers than ever before know that MG&E is a municipal utility, owned and run by local government.

Specifically, 89% rated their electric service positively — the best among all listed utilities such as phone and cable. Service reliability came in at 92.3%, our highest rated quality. For those who have had direct contact with us, positive ratings showed across-the-board increases over our 2000 survey results. And 84% now know we are a municipal utility, a significant increase from 2000. Even better, most of those who know this recognize it as an important attribute.

Don't tamper with MG&E's success

As for future services, a growing number of customers do not want MG&E to develop high technology offerings, with 76% not at all interested in Internet bill payment. Finally, when each participant was asked if we could do anything better, more than 86% said they are satisfied as is. We are listening.

Municipals have good credit

The credit outlook for municipal utilities continues to be stable thanks to key differences between municipals and the rest of the industry, according to recent reports from both Moody's Investor's Service and Standard & Poor's. Local control and a commitment to financial soundness are major municipal strengths, they said, along with a focus on reliability and low power supply costs rather than on financial return to utility owners.

Celebrating



Middleborough
Public Library

100 Years of Excellence

Welcome, Oak Point residents

If you are one of the hundreds of new Oak Point residents, or any MG&E customer aged 60 and over, we have good news for you. We're doing our best to make retirement living a little easier with our Senior Discount.

The Senior Discount offers qualified customers an additional 5% off the energy charge portion of each bill, excluding the PPA, a fuel charge. In addition, those taking advantage of this program are allowed extra time — a full 30 days — to pay each bill without losing the prompt payment discount.

To sign up, simply call or drop by our office. Positive identification will be required. We at MG&E value our seniors, and are happy to offer this extra municipal utility benefit.



TOWN LINES

Library plans fall events

Middleborough Public Library continues its centennial celebration with two community events in September. On Saturday, September 13, the Library will host a dedication of the sculpture, the Tree of Knowledge, installed near the reading courtyard and accented by the Centennial Wall, a brick structure with memorial inscriptions by donors. On Friday, November 28, Library visitors can enjoy intergenerational crafts, games, refreshments and an oral history.

MG&E sponsors museum passes

Discount passes to Boston's Museum of Science, sponsored by MG&E, are now available at the Middleborough Public Library. There are 363 date-stamped passes that will each allow up to four people admission to the museum for just \$4 each – a savings of \$30.

This summer, check out the museum's new planetarium show, *Mysteries of the Milky Way*, or visit the newest science activity center, *Making Models*. Among the attractions coming this fall is a Virtual Fish Tank exhibit, which joins hundreds of other Exhibit Hall displays.

For details on the passes, contact the Library. For complete museum information, including ticket prices for special shows, visit www.mos.org.

Water and electricity don't mix

Warm weather hazards include electrocutions in swimming pools, hot tubs and spas, warns the American Red Cross and the Consumer Product Safety Commission.

The safety groups are most concerned about faulty underwater lighting; aging electrical wiring that hasn't been inspected in years; and electrical appliances (such as radios and TVs) and extension cords falling or being pulled into water. The best protection is to inspect, detect and correct electrical hazards, and to have a licensed electrician upgrade protection of lights, receptacles and switches with Ground Fault Circuit Interrupters (GFCI).

If the worst should happen and someone is shocked, the American Red Cross recommends turning off all power, using a fiberglass hook to carefully remove the victim from the water, administering CPR and calling 911. For more information, visit www.cpsc.gov.

Smart Energy can help you save

The U.S. Department of Energy has launched a new program, *Smart Energy*, aimed at helping consumers learn about simple, practical, low-cost steps they can take today to save energy and money. Their new website, www.energysavers.gov, is full of tips on how to save energy and money at home.

DIRECTORY

Customer Service & Billing
508-947-1371

Gas Service Questions
508-947-1535

Electric Service Questions
508-947-3023

Emergency:

Gas 508-947-1535

Electric 508-947-3023

Payment locations:

Main office:

32 S. Main St.,
Middleborough
8:45 a.m. – 5 p.m.

Pay Boxes:

Savas Plaza
Route 18, Lakeville

Stop 'N Shop Plaza
Route 28,
Middleborough

Main office parking lot
32 S. Main St.,
Middleborough

Holiday Closings:

Monday, September 1

Labor Day

Commission Meetings:

Meetings are typically held the second Tuesday of each month at 7:30 p.m. in the Administrative Offices at 32 S. Main St., Middleborough. Please call 508-947-1371 to confirm dates and times.

