

the Messenger

A newsletter from Middleborough Gas & Electric Department December 2003

We're celebrating staying power! MG&E has just passed its 110th anniversary, proudly carrying on a local tradition of low rates and outstanding service. As part of that tradition, all customers will once again see lower December bills thanks to an increased Holiday Discount.

MG&E marks 110 years of service

In our area, it's not unusual to have deep community roots. The Middleborough Public Library, for example, celebrated its Centennial this year, while the Town of Lakeville recently observed its 150th anniversary. MG&E has reason to celebrate, too — we just turned 110.

This milestone confirms the foresight of our early citizens, who believed that essential utility services should be locally controlled for the best possible service at the lowest rates. It was a risky idea back in 1893. But history has proven the value of a municipal utility.

Would there be a difference?

How might life be different without MG&E? Rates would certainly be higher with an investor-owned utility, service would be less personal, and individuals would have little or no say in utility policy. Reliability would probably suffer, too, since service would come from a distance. And that's just for starters.

Happily, we don't have to worry about those things. MG&E is strong and healthy, and is committed to remaining an enduring community asset for generations to come.

This bill includes a Holiday Discount!

Good news — the enclosed bill is smaller than it could be. That's because MG&E Commissioners voted to give residential customers an additional 10% discount on all electricity and natural gas used last month. This extra discount has already been added to your Prompt Payment Discount on this bill.

To get your extra savings, simply pay your bill in full by the discount date shown on the bill. We've already deducted it from your bill so you should pay the net amount shown. Pay all charges including service charges and any charges in arrears. No need to bring in or send this announcement with your payment.



Celebrating



Middleborough
Public Library

100 Years of Excellence



Pick up your free Energy Wheel

Find out how much it costs to run your appliances with an Energy Wheel, now available free to MG&E customers at our office.

This handy new tool shows how much energy your home appliances use, along with the approximate cost to run them. It also contains energy-saving tips that you can use to cut costs based on your personal appliance use.

Knowledge is power — and it's also fun!

Call 888-772-4242 for savings advice

Even though New Englanders generally use more electricity in the summer, we tend to worry more about energy when the cold weather sets in and heating costs rise. Looking for ways to save energy and money at home this winter? Call the toll-free Energy Help line at 1-888-772-4242.

The Help line will connect you to a qualified Energy Advisor who can answer your questions, offer advice, and even schedule a home energy audit. This is a free service we sponsor for our residential customers, so if you've got a nagging energy question, here's your chance to get the answer.



PASNY credit to remain on residential bills

An agreement finalized this fall between state officials in Massachusetts and New York means that Massachusetts will continue receiving inexpensive hydro power from the Niagara Project in New York until at least August 2007. Savings from this power appears as the PASNY credit on residential bills.

New York lobbyists had asked Congress to end their state's requirement to share this low-cost energy with New England, but MG&E and other municipal utilities in the region worked with legislators to make sure that did not happen.

Massachusetts' continued share of hydro power from another New York facility, the St. Lawrence/FDR Project, is still uncertain. We continue to work for our customers' interests, and promise to keep you informed.

Stay safe when using natural gas

- If you smell gas in your home, leave your home immediately and call us at 508-947-1535 from another location. Although natural gas is odorless, MG&E adds a chemical to give it an odor similar to rotten eggs.
- Never store flammables near a gas appliance.
- Do not enclose gas appliances within your home without adequate ventilation installed by a licensed plumber.

See our new Customer Handbook for more safety information, along with just about everything else you need to know about your gas and electric services. Call us at 508-947-1371 and we'll mail you a copy.

Please keep meters clear

You can help avoid estimated readings this winter by shoveling paths to your electric and gas meters each time it snows, and keeping them clear of obstructions. Remember, if you can't get to your meters, neither can we.

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:

Thursday, December 25
Christmas Day

Thursday, January 1
New Year's Day

Monday, January 19
Martin Luther King, Jr. 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.

