

CURRENT

Chicopee Electric Light Customer Newsletter

Spring/Summer 2010

If it seems too good to be true...

If you are approached by any company offering a solution that guarantees immediate power savings through the use of a "patented black box solution" and the offer seems too good to be true, it probably is.

As a residential or small commercial customer, you are billed only for the kilowatt-hours (kWh = true power) you use. CEL does not bill for kilovolt-amp hours (kVAh = true + reactive power) used, therefore any claims that a device can reduce your bill by reducing the reactive component of the energy used are not accurate.

Only CEL's Large General Service (LGS) and Industrial Rates take into consideration the reactive component of power (kVA demand) when calculating the monthly bill. Currently, the industry accepted method of reducing kVA demand is through the installation of capacitors.

Please contact CEL's Engineering Department and we would be more than willing to review any proposal and let you know if we feel the claims are legitimate.

Don't put compact fluorescent bulbs in the trash

Replacing standard light bulbs with new compact fluorescent lights (CFLs) makes good sense for many reasons. They save energy, cut costs, last longer, and benefit the environment by helping to hold down regional energy use.

However, because CFLs contain small amounts of mercury, Massachusetts State Law prohibits their disposal with household trash. To ensure proper disposal, CEL will gladly take them at our front office at 725 Front St., or you can call the Department of Public Works on Baskin Drive to drop them off.

If your CFL breaks, follow these safety measures:

- Keep pregnant women, children and pets away from the area until the area has been cleaned.
- Open nearby windows to disperse any vapor that may be released.
- Carefully sweep up the fragments with something disposable – do not use your hands.
- Wipe the area with a disposable paper towel to remove all glass fragments. Do not use a vacuum cleaner.
- Use duct tape or something similar to clean up the remaining powder and residue.
- Place all fragments and cleanup utensils in a sealed plastic bag and dispose of them at a hazardous waste processing center (DPW – by appointment).



Please be pole-ite

Warm weather is here and with it comes tag, yard and garage sales as well as community events.

Unfortunately, a favorite place to post signs is on utility poles.

Remember that posting signs on utility poles violates the local law. It's also a safety hazard for our workers.

Working on power lines to ensure you reliable service can be a dangerous job. Nails, tacks and staples commonly used to attach these signs can tear a lineworker's gloves or protective clothing, or even cause a fall.

Please, be safe and "Pole-ite" – don't nail, tack or staple signs to utility poles. Thanks for your help!

For more information you can contact the Massachusetts Department of Environmental Protection at 617-292-5500.

Bill payment made easy and convenient

If you'd like to make your bill-paying process easier and more convenient, we have some choices for you, including two brand-new options set to begin July 1:

Pay online or by phone

Chicopee Electric Light is proud to introduce a new payment system that offers 24/7 access. Beginning July 1, 2010, all of our customers will have the option to log onto our website to link to the payment center, or call our toll-free number to make a payment. For more information, please visit our website at celd.com.

Budget billing

We provide a budget billing option, equalizing monthly energy payments, for all residential customers. To avoid the sudden expense of winter heating or summer air-conditioning bills, you can stretch out your total yearly costs and pay in 11 equal installments.

Either after or during the equalizer plan, the payment schedule will be reassessed and an adjustment will be made to account for the actual electric usage. If you are interested in setting up a budget payment schedule, please call our Customer Service at 413-594-2400.

Find out before you start to dig

If you have plans for an outdoor project that includes digging, remember to first call Dig Safe at 811 to find out what you need to avoid underground.

Damaging a buried line could cut service for electricity, gas, water, telephone and more. Worse, someone could be seriously injured.



COMMUNITY NEWS

Chicopee Fest-Of-All is back

The Chicopee Fest-Of-All will be back, bigger and better, from June 24-27 at Szot Park. Fireworks are set for June 26 at 9:30 p.m.; rain date is June 27. More information on events and participating vendors is online at festofall.com.

Golf tournament helps those in need

Enjoy a day of golf and help those in need at the Lorraine's Soup Kitchen Golf Tournament on Wednesday, August 18 at 9 a.m. The tournament will take place at both the Chicopee Country Club and Westover Country Club.

The cost is \$90 if paid before June 30 and \$100 after that date. The cost includes golf, lunch, dinner, golf shirt, prizes and special guests. Application must be received by July 18 to guarantee shirt size. Event organizers are also seeking companies and individuals to become hole sponsors. For details, call Jerry Roy at 413-478-0915 or go online to lorrainessoupkitchen.com.



IN BRIEF

Plant trees to save energy

Planting trees can produce significant cash savings when they are properly used for shade and winter wind protection. Studies show that shade trees can produce savings of more than 50 percent in air conditioning use and associated energy costs.

The contribution of trees in winter may not be as obvious, but can be just as dramatic. Homes that use windbreaks can save as much as 17 percent on heating bills.

For a free brochure, "How Trees Can Save Energy," write to: The National Arbor Day Foundation, 100 Arbor Ave., Nebraska City, NE 68410.

Holiday closings

Monday, July 5
Independence Day

Monday, September 6
Labor Day



General Manager
Jeffrey R. Cady

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Office Hours:
Monday-Friday
8 a.m. to 4:30 p.m.

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