



Customer Newsline

Thank you!

March of 2018 will be remembered for its back-to-back Nor-Easters that caused devastation to utilities in New England.

Trees brought down poles and wires, sometimes destroying repairs our crews had just made. Throughout it all, our customers were patient and an important source of restoration information as they waited in the cold and dark for the lights to come back on. Thank you!

We also applaud the employees and mutual aid crews who rebuilt our system under the most trying of conditions. It was not just a job well done – it was a superb example of Public Power at its best!

A WORD OF THANKS!

March was a trying time for electric utilities. We thank you, our customers, for your patience. (See left.)

WHAT TO DO WHEN THE LIGHTS GO OUT!

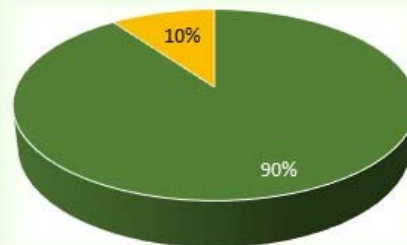
Winter may be over, but Nature does not rest. Spring and summer can bring hurricanes and thunderstorms that wreak havoc with utility grids. Are you prepared? (See pages 2 to 3.)

NEVER MISS A DISCOUNT WITH AUTO DRAFT!

Our free auto-draft program saves paper AND eliminates the headache of mailing your bill payment in time for the discount. (See page 4 for an authorization form.)

GREEN CORNER JAN-MAR 2018

TOTAL KWH SUPPLIED - 57,857,356



■ GREENHOUSE GAS-FREE KWH SUPPLIED ■ NON-GREENHOUSE GAS-FREE KWH SUPPLIED



What to do when the lights go out!

We just survived back-to-back Nor-Easters that caused extensive damages to our electric system. Summer also brings lightning storms and sometimes hurricanes, natural phenomena that can impact your electric service. This newsline is prepared annually to help you prepare for when Nature strikes and the lights go out.

Is there a power outage?

If you lose electric power, first check your circuit breakers (including your main breaker) and/or fuses. In some cases, there may be a disconnect switch/circuit breaker located at the meter socket that should be checked also. You might want to also check with your neighbors to see if the whole neighborhood is without power.

How extensive is the outage?

When you are sure that the failure is not an internal problem, call us at **(978) 568-8736**. If it is a weekend, holiday, or weekdays after 5 p.m. or before 8 a.m., call **(978) 562-2368**.

In a major outage, it may be difficult to get through to us because of the volume of phone calls we receive. Rest assured, we are taking calls. We suggest you follow us on Twitter [@HudsonLightMA](https://twitter.com/HudsonLightMA) or our homepage hudsonlight.com for information and updates.

Protect your appliances!

Whenever there is a power outage, unplug all electric equipment and appliances, especially computer equipment. This will protect your appliances from damage when electric service is restored. We highly recommend you take the added precaution of turning off your main circuit breaker. (Continued...)

What we do during an outage

Widespread power outages are frustrating, especially when some of your neighbors have power and you do not. During an outage:

1. Employees answering your calls gather information for the field crews.
2. Scouts investigate reports of wires down, “loud bangs,” etc. to assess the scope of the problem.
3. Tree crews clear the way for line workers. Other town departments often help.
4. Line crews work from the substation out to the end of the lines, prioritizing restoration work that will impact the greatest number of customers possible. Remember, we cannot restore power to your home if there is a “break” in service between you and the substation.
5. Employees and Safety Officials are provided with information as soon as possible. During a major storm, crews might be working while damages are still occurring. The person answering the phone may not know when the crews will get to you. We will try to keep you as informed as possible. Follow us on Twitter [@HudsonLightMA](#) or our homepage [hudsonlight.com](#) for information and updates.

What you should do during an outage... (cont.)

Protect our crews and yourself!

To ensure the safety of our Line Crews, only use a standby generator that has been properly installed, and that is not connected to distribution lines. Please notify the Department if a generator is installed at your home.

Do not take the chance that a downed wire is not energized. Never touch them; call us instead.

Storm Checklist

When a major storm is predicted, make sure you have on hand:

- Battery-operated radio.
- Flashlights.
- Batteries.
- Fire extinguisher.
- Canned & dry foods.
- Water.
- Medicine.
- Money.

If the electricity does go off at your home or business:

- Check fuses & circuit breakers.
- Check neighbors' houses to see if they have power.
- Turn off and unplug all major appliances or your main circuit breaker.

Keep safety in mind during an outage:

- Never touch downed wires!
- Don't use grills inside the house!
- Only use a properly-installed standby generator.

For storm restoration updates, follow us on Twitter:
[@HudsonLightMA](#)

No Twitter account? Follow our Twitter feed on our homepage:

[hudsonlight.com](#)

Never miss a discount with auto-draft!

Bill payment was never easier than with our free auto-draft program. Simply provide the information below and a copy of a voided check and we will debit your bill on the discount date every month.

Authorization Agreement for Pre-Authorized Debits

I (we) hereby authorize the Hudson Light and Power Department to initiate debit entries to my (our) **checking** / **savings** account (select one) indicated at the Bank/Depository named below, hereinafter called DEPOSITORY, to debit the same to such account.

DEPOSITORY INFORMATION:

Bank Name _____

Bank Routing #: _____

Bank Account #: _____

Withdrawal/Due Date: **12th Monthly**

If there should be a deficiency in your account preventing this debit from taking place, you will receive a notice of deficiency from the Hudson Light and Power Department. A deficiency will automatically result in the account being removed from the automatic debit program and will subject the account to the appropriate fees and policies.

This authorization is to remain in full force and effect until the Hudson Light and Power Department has received **written** notification from me (or either of us) of its termination in such time and in such manner as to afford the Hudson Light and Power Department and Depository a reasonable opportunity to act on it. I will also notify the Hudson Light and Power Department of any close or change to my Depository account.

CUSTOMER INFORMATION:

Hudson Light and Power Department Account #: _____

Service Address _____

Name (print) _____

Signature _____

PLEASE ATTACH A VOIDED CHECK FROM THE DEPOSITORY ACCOUNT.

**CONTINUE TO PAY YOUR BILL UNTIL "AUTO PAY-DO NOT PAY"
APPEARS ON YOUR BILL.**

ABOUT US

hudsonlight.com

Payment Locations:

PO Box 844568, Boston, MA
02284

For fast, efficient payment processing, please use the envelope enclosed with your bill. Do not submit post-dated checks. Do not use payment envelopes for correspondence.

49 Forest Ave., Hudson
*Monday through Friday,
8 am to 4:30 pm.
24-Hour Drop Box.*

Hudson Town Hall
*Monday through Friday,
8 am to 4 pm; 24-Hour Drop Box.*

Contacting Us:

Office: 978-568-8736
After-Hour Hotline: 978-562-2368
Fax: 978-562-1389
Email: info@hudsonlight.com
Conservation Hotline: 888-772-4242

Summer Holiday Closings

*July 4th Independence Day
September 3rd Labor Day*

Light Board Meetings

*Third Wednesday of the month at
7 pm, 49 Forest Ave., Hudson.
Open to the Public.*

Mail Date: 05/31/2018