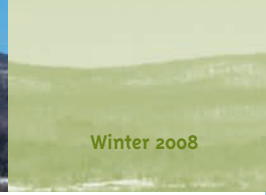




A newsletter for
customers of the
South Hadley Electric
Light Department



LOCAL CONNECTIONS



Winter 2008



FROM THE MANAGER

Real change requires a regional effort

There is a growing body of opinion that “unregulated” wholesale power markets, such as we now have in New England, are failing in their most basic purpose: to provide just and reasonably priced electricity through competitive markets.

ISO-New England, the group that controls the regional power grid, manages an extremely complex payment system that has become very profitable for many generators and power suppliers. Unfortunately, the system has become very costly for electric consumers across New England – and more cost increases are on the way.

SHELD has not stood idly by in the face of this failure. Over the past two years, we have joined with other municipal utilities to successfully challenge unfair charges and to inquire about needed transmission line upgrades. In the future, we will need to focus even more on joint efforts to promote legislation that brings cost discipline to electricity markets and ensures reliability.

This isn't because we've lost interest in improving South Hadley. We continue to make solid improvements such as our ongoing work at the PINESHED substation and in South Hadley Center. However, South Hadley is part of a regional electric system, and any significant savings on electric costs or improvements to reliability will depend on regional change.

Wayne D. Doerpholz, SHELD Manager

Apply now for an engineering scholarship

Applications for the 2008 Carl G. Johanson Scholarship are now available at the SHELD office and at the South Hadley High School guidance office. This is a great opportunity for students from South Hadley High School who plan to study engineering in college or who are already enrolled in an engineering program. The application deadline is April 12.

The late Carl G. Johanson served SHELD for 18 years, retiring in 1972 after managing the utility for a decade. The fund was established at his bequest to help local students begin engineering careers.



Streetlight problem?

You can help us keep South Hadley's streetlights in good repair by letting us know right away if you notice a problem. If you see a streetlight that flickers, doesn't light, or shines during the day, please call our office at 413-536-1050 so we can repair it as soon as possible.

You can also report a faulty streetlight on our website at sheld.org through Report a Concern in the Quick Links section of the homepage. While you're there, please take a look around. Our site has been totally updated and expanded with news and information about your utility service.

www.sheld.org



South Hadley Town Hall Connection



Register now for baseball, softball and tee-ball. Registration for South Hadley recreation-level youth baseball, softball, and tee-ball programs will be held Feb. 11 through March 25. The Recreation Department has various offerings for children in grades K-9. For details and online registration, visit southhadleyrecreation.org. Registration for the Department's travel teams for grades 4-8 ends March 19.

For adults, the Recreation Department also offers volleyball, softball, yoga, body sculpt, cardio-kickboxing, aquacise, and dance classes including the Hustle, West Coast Swing, Two Step and various ballroom styles.

Work progresses on two key projects

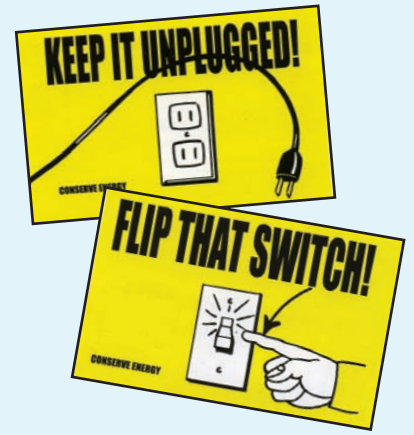
- **New transformer on its way.** A new main power transformer, the major component in our PINESHED substation improvement project, is due for delivery March 28. Installation will then begin with the transformer scheduled to be in service on April 7. New switchgear for the station is expected to arrive August 1. When the project is complete at the end of this year, the substation will be completely rebuilt and expanded with two transformers, each capable of carrying the town's entire electric load. This investment in our local electric system will enhance its efficiency and reliability for years to come.
- **Center lights are installed.** If you haven't been through the Center lately, you may want to take a look. The current phase of our ongoing Center improvement project will be completed in February with the installation of some 40 decorative lights and poles. We will next consider extending underground electric service and decorative lighting down Route 116 from Leahey Avenue to the intersection of Mosier and Brainerd Streets.



In the market for a home appliance?

SHELD offers rebates of \$25 to \$50 to our residential customers who buy certain energy-efficient appliances including dishwashers, refrigerators, clothes washers, programmable thermostats, and room air conditioners. Eligible models have an Energy Star rating, which means they meet federal efficiency standards.

A rebate application form with complete program requirements is available at the SHELD office and online at munihelps.org.



Quick Tips

SHELD is in the community. Local students learned about energy conservation and electrical safety this fall, thanks to a SHELD-sponsored school program that included classroom instruction and take-home materials for some 1,000 students. Our school safety program will visit the Plains School on May 15 and the Mosier School on June 3.

SHELD also recently sponsored a conservation and safety program for adults at the Council on Aging, where a professional instructor joined SHELD Manager Wayne Doerpholz for discussion and demonstrations. If you'd like us to visit your group to talk about energy topics, please call our office or e-mail us at sheld@sheld.org.



South Hadley Electric Light Department
85 Main St., South Hadley, MA 01075-2797
413-536-1050
www.sheld.org

Municipal Light Board

Cheryl Scott Nickl, Chair
Jeffrey Labrecque
Rita M. Lawler

Office hours are Monday through Friday,
8:30 a.m. to 4:30 p.m.

**In case of a power outage or
other electrical emergency,
call 413-536-1050 anytime.**

Wayne D. Doerpholz, P.E., Manager