

A newsletter for customers of the South Hadley Electric Light Department

## LOCAL CONNECTIONS

Winter 2011

### LED streetlights are brighter, more efficient

The Mueller Bridge on Route 202 has 12 new streetlights aimed at reducing energy and maintenance costs while providing higher quality lighting on the road.

SHELD completed the installation November 1 to begin a 100-day trial of the new lights, which use light emitting diode – LED – technology. Lights made with LED technology last longer, do not produce heat, and use less energy than standard lights. They are also much less susceptible to vibration damage, an important factor at the bridge location.

“Truck traffic on the 202 bridge literally shook the old lights apart,” explained SHELD Manager Wayne Doerpholz. “We were replacing them about every two years, which is

expensive and affects traffic since the work requires a lane closure on the bridge.”

The new solid-state lights have robust, soldered connections and are designed to work for 20 years without replacement. The photocells that turn them on and off also have a 20-year lifespan. They have the advantage of instant on/instant off operation as well.

The new lights use just 148 watts of energy to produce the light output of the 250-watt high-pressure sodium lights they replaced. Along with saving energy, the LED lights produce a superior quality white light that enhances visibility.

“While these lights are more costly, they should pay for themselves in labor savings at this

location,” Doerpholz said. “We’ll be evaluating their performance carefully after the trial period to see if they might be appropriate at other locations.”

“The new lights produce a beautiful white light and should pay for themselves in labor savings.”

*Wayne D. Doerpholz  
SHELD Manager*

### Let us know about streetlight problems

We count on our streetlights more than ever this time of year when cold dark nights last nearly 15 hours. You can help us keep South Hadley’s streetlights working properly.

If you notice a streetlight problem, please let us know so we can fix it right away. This includes lights that are completely out, lights that flicker on and off, and those that shine during the day.

Call our office with the light's exact location, including the pole number if possible – it's located on the pole at about eye level. You can also report a problem online at [sheld.org](http://sheld.org) by clicking “Report a Concern” on our homepage for the report form.

### Stay safe and sound this winter

Winter storms and other disasters can wreak havoc with even the strongest electric system. Take steps now to be ready, just in case.

Prepare an emergency kit with alternative lighting, a battery-operated radio, food, water and medicine. Keep enough non-perishable supplies for at least three days. For an in-depth guide to preparedness, visit [fema.gov](http://fema.gov) and click “Plan and Prepare.”

During any event, always assume all wires are live and dangerous. Stay inside if possible, especially during snowstorms that may cover downed wires. **STAY AWAY** from any downed wires and call us right away for help at 413-536-1050.

## It's safety first for customers of all ages

Elementary students throughout South Hadley learned important lessons this fall about staying safe around electricity, thanks to a classroom program sponsored by South Hadley Electric Light Department.

The popular program, presented each fall and spring, features a classroom instructor who uses interactive materials aimed at making lessons fun. Fall classes focus on indoor safety, while outdoor safety is covered in the spring.

For older residents, SHELD Manager Wayne Doerpholz and safety expert Ray Gouley recently visited the South Hadley Council on Aging to discuss safety issues and ways to save energy.

Key safety points for all ages include:

- Stay away from downed wires.
- Don't overload electrical outlets.
- Carefully follow directions for all electrical equipment – especially space heaters.
- Keep hair dryers and other electric appliances away from water.



Plains School students join Principal Jillayne Flanders and SHELD's safety expert Ray Gouley to show off some of the warm clothing recently collected by the school for community donation.

## Don't miss out on these energy-saving services



- **Appliance rebates.** SHELD offers our customers rebates of \$25 to \$50 when you purchase certain new Energy Star appliances. For complete program details, including eligibility requirements, visit [munihelps.org](http://munihelps.org) and click Rebates and Incentives on the home page.

- **HELPS toll-free hotline.** Call 888-333-7525 for answers to any questions about energy conservation in your home. This free service features energy experts who can give you personal answers and/or direct you to online resources.
- **In-home energy audits.** Call the toll-free hotline at 888-333-7525 to see if you qualify for a free in-home energy audit. Audits include a top-to-bottom analysis of your home's energy use, incentives to make recommended changes, and even an analysis of your home's solar energy potential.
- **Discounts on lighting and other items.** SHELD customers can buy energy-efficient lighting and more at discounted prices online at [estarhelps.org](http://estarhelps.org).



## Quick Tips

**Attention, snowbirds!** Please don't leave town for an extended period without giving SHELD your temporary forwarding address so we can send your electric bills directly to you. Otherwise, you may risk losing your prompt payment discount if your bill is returned to us by the Post Office or otherwise delayed.



**Moving to another South Hadley address?** SHELD account numbers are associated with specific addresses, not individuals. If you move from one address in South Hadley to another within South Hadley, your new location will have a different SHELD account number. If you pay your electric bill online, please update your information to include your new SHELD account number to pay bills for your new address. Your account number is on the upper left section of your bill and on the lower right part of your payment stub.



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413-536-1050  
[www.sheld.org](http://www.sheld.org)

### Municipal Light Board

Cheryl Scott Nickl, Chair  
Rita M. Lawler  
Jeffrey Labrecque

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