



CERTIFICATE OF EXCELLENCE IN RELIABILITY

—●
This is to acknowledge that

South Hadley Electric Light Department

has significantly exceeded the 5-year average for all U.S. electric utilities
for reliable electric service. The utility participates in the American Public Power
Association's e-Reliability Tracker service to track its power outages
and restoration against national benchmarks*

*As reported by the Energy Information Administration

March 24, 2025

A handwritten signature in dark ink, appearing to read "Paul Zummo", is positioned above a horizontal line.

Paul Zummo
Director, Research & Development