



OBSERVER REPORT

MARBLEHEAD MUNICIPAL LIGHT BOARD: July 27, 2021

LWVM Observer: Jody Howard

Michael Vigeant of Great Blue Research presented a summary of what his company does: working with other companies, to include research being developed from surveys given to residential customers and employees. There are 40-50 questions in a survey, which will determine customer satisfaction, and employee satisfaction in trusting the teams they're working with to improve relationships.

Next, Kowalik and the Board had a discussion about Land in Ludlow to be used for solar panels, totaling 6.9 megawatts, or possibly nuclear storage.

What to do with customers in arrears (60 days overdue)? There are currently 109 accounts overdue (\$367k). No one wants to pull a meter.

Lisa Wolf presented the Marblehead Municipal Light Department's Mission Statement:

"The mission of MMLD is to provide reliable power as we work towards a goal of a carbon free portfolio, while maintaining competitive rates in a safe working environment for MMLD employees and its customers." And below is Lisa's Working Draft **Means priority

Goals and Strategies:

Provide Reliable Power:

- *Upgrade the transformers and switchgear at the Village 13 Substation.

- *Implement the fall tree-trimming program.

Decarbonize power supply:

- *Work with Massachusetts Municipal Wholesale Electric Company (MMWEC) to continue power portfolio transition to renewable energy sources.
- **Develop photovoltaic (PV) (+storage) on school buildings and Thompson Meadow.

Maintain competitive rates:

- *Complete a cost-of-service study and rate review.
- **Flatten demand curve – Reduce peak demand.
- **Add utility-scale battery at Village 13 Substation.

Provide safe working environment:

- *Begin the development of a new site for a safe and secure place to store distribution system assets.

Additional Goals:

Improve customer service and education:

- **Conduct Customer Survey
- **Develop education and outreach materials
- **Update website www.marbleheadelectric.com