

# Watts & Drops

Newsletter of the Littleton Electric Light and Water Departments

October 2017

## SCAM

## ALERT

### LELWD Customers Should Be Aware of Scam Phone Calls

LELD is warning its electric customers to beware of telephone scams that either threaten shut off or claim there is a billing error.

One telephone scam demands immediate payment over the phone using a prepaid debit card or other form of non-trackable payment. The scam may also falsely claim to be a third-party contracted to perform shut-off services. Another telephone scam claims there is a billing error and asks the customer to call a number, which turns out to be a sales pitch to buy solar panels.

LELWD does not operate in this manner, and advises any customer receiving suspect calls to hang up immediately. If concerned about their account status, customers should call LELWD at 978-540-2222.

### Do You Have a New Water Meter?

LWD is in the process of replacing water meters town wide at all residences and businesses. The new meters improve accuracy, assist with tracking water use, and allow LWD water meters to be read along with LELD electric meters, helping to better manage expenses.

Please contact Meg at LWD, 978-540-2283 to schedule an appointment.

## LELD Leads Mutual Aid Crews to Restore Power in Florida, U.S. Virgin Islands

After the Littleton Electric Light Department team returned from restoring power in parts of Florida, LELD personnel are now in the hurricane-ravaged U.S. Virgin Islands as part of a mutual aid convoy of trucks, equipment and line crews.

As a member of the American Public Power Association, LELD is part of a compact between publicly owned power suppliers to provide mutual aid in the event of major outages. While LELD is providing support now, it has received mutual aid from fellow APPA members in the past. All expenses are paid by the utility receiving the aid, which may qualify for federal disaster assistance.

Five LELD employees are among the 41 utility workers from 17 public power utilities on the New England team that started work on October 16. The personnel and 30 trucks and other pieces of equipment took about a week to drive to Florida and be transported to the island. They will work until early



LELD led a mutual aid convoy of New England public power utilities to restore electricity in parts of Florida following Hurricane Irma in September. These photos show the team and the devastation they encountered.

November, and then a second wave of personnel from New England will pick up where they left off.

"Many areas are wrecked beyond belief and the roads are flooded and falling apart. People here are very happy to see us," said LELWD General Manager Scott Edwards, who serves as the New England coordinator of the APPA's mutual aid program, which organized the relief efforts to three Florida communities and St. Thomas, U.S. Virgin Islands.

On St. Thomas, about 20 percent of electrical power has been restored since Hurricane Maria destroyed most of the lines that carry electricity from power plants to the distribution centers, as well as the lines to residences and businesses, according to the Virgin Islands Water and Power Authority.

In mid-September, LELD joined 28 line crews and supervisors from 25 Massachusetts, Connecticut and Rhode Island municipal light systems to assist in Orlando, Homestead and New Smyrna Beach, Florida after Hurricane Irma.





Homestead, Florida, post-Hurricane Irma

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## 150 Shade Trees Planted for Customers

LELWD crews planted 150 October Morning Glory Maple trees in the lawns of customers from Littleton and Boxborough. As they mature, the trees will provide natural cooling to the houses in the summer months. The trees were provided by request and at no cost through LELWD's Green Rewards program, which offers discounted products to help residents conserve energy and water.

