

Selectmen's Meeting

Norwood Light Department, 136 Access Road

January 25, 2022

Meeting is Recorded

Minutes

Present: Selectman William Plasko, Selectman Helen Abdallah Donohue, Selectman Matt Lane, Selectman Allan Howard, Selectman Amanda Grow, Town Manager Tony Mazzucco, Executive Assistant Jess Jozwik, Superintendent of the Light Dept. Kevin Shaughnessy, Chief Operating Officer Dan Morrissey, Assistant Superintendent Daryl Hanson, Assistant Superintendent Jason Haber, Assistant Superintendent Cathy Traietti, Rich O'Reilly, Colin Gearty, Nate Puzey, Sue Bartlett

The meeting was called to order by Selectman Plasko.

Mr. Shaughnessy announced notable retirements including John Caulfield, Paul Portanova and Joanne McKay.

Mr. Shaughnessy provided an update on rates of Norwood Light compared to National Grid/Eversource. Selectman Donohue requested clarification regarding rate decreases to ensure there would be no 'new fees' added to community member's bills.

Deputy Superintendent Morrissey provided an update on substation construction at Substation 495 located on Dean Street. Deputy Superintendent Morrissey detailed the need to replace the switchgear at Substation 495. Town Meeting in 2021 approved this construction and replacement. The Substation is currently undergoing an addition to the exterior of the building. This will add approximately 300 square feet to the building. Additionally, the distribution feeder cables are being replaced that are as old as the substation itself. The expected timeline is as follows:

4/30/22 – Finish building construction

5/6/22 – Control Panels to be delivered

7/31/22 – Underground Cable Replacements Complete

9/15/22 – Lineup #1 Cutover

11/1/22 – Lineup #2 Cutover

12/15/22 – Outages and Commissioning Complete

Selectman Donohue requested clarification regarding the size of the new control panels. Deputy Superintendent Morrissey provided clarification that the new control panels would be the same size as the older ones.

Deputy Superintendent Morrissey provided an update on the new online billing system. Deputy Superintendent Morrissey explained that the old billing system that has been used in the past is so old that it has been challenging to convert the information into the new system. The new billing system will go live March 1st, 2022 and will be accessible through the new Norwood Light website. Customers can access all of their bills as well as other data applying to their bills and usages. This system will be available for electric, water, and Broadband. There will be no online payment fees. Due to the new billing system, the physical appearance of bills will change. Norwood Light will be sending out sample bills to customers to alert them of the change in February of 2022. Payment options include cash, check, and card. Venmo and PayPal will be added when the treasurer's office is able to process those payments.

Selectman Plasko brought up concerns regarding the mailing out of bills and the processing time it takes for bills to arrive at people's homes. The new system allows Norwood Light to email customers their bills and allows customers to click on a link on their bill and pay as soon as they receive the bill.

Mr. Mazzucco discussed the option to place kiosks within bank lobbies to allow customers who work second and third shift to pay their bills during hours that Town Hall is not open.

Jason Haber provided an update on the updated Norwood Light website as well as the new energy incentive programs. Mr. Haber provided an explanation of the new Outage Map and showed how community members can utilize this resource.

Selectman Lane commended the Light Department on their technological advancements and acknowledged how helpful these systems will be for Norwood's community members.

Selectman Howard joined Selectman Lane and commended the Light Department for their hard work and dedication to the community.

Selectman Plasko discussed the prior existence of a the Balancing Committee between the Town of Norwood and Norwood Light and asked Mr. Shaughnessy if there are plans to reinstate this committee in the future.

Mr. Haber discussed the State of Massachusetts' green initiative and where Norwood is currently standing in preparation for the 2030 deadline set in place by the State.

Norwood Broadband provided an update. Broadband has acquired a place at the carrier hotel in Boston. Broadband has also added a high capacity internet circuit from Worcester; this provides additional bandwidth and redundancy. The satellite dish downtown located on Central Street was replaced in 2021 at no cost to the Town or Broadband.

New Norwood Broadband projects include:

- Mesh Wifi
 - Whole home wifi coverages
 - Eliminates dead spots
- Help Desk Upgrade
 - Seeking an improved service for customers
 - New features
 - Cable TV Support
 - Remote Access Support
 - Install Apps
 - Fix Virus Issues
 - Correct Settings
 - Home Network Support
- Distribution Plant Upgrade
 - Original plant has reached the end of support and it's bandwidth capacity
 - A study has been performed to determine our upgrade options. A presentation will be provided on the findings.