

## APPLICATION

A written application is required for all utility services. **Remember** to notify Devens Utilities at (978) 784-2925 if you move or sell your property.

## DEPOSITS

MassDevelopment/Devens Utilities may require a deposit of cash or other collateral satisfactory to it as security for the prompt payment of any indebtedness for any new Customer or any present Customer who was previously terminated for non-payment.

## GENERAL TERMS AND CONDITIONS

A complete set of terms and conditions for service is available from the Utilities Department.

## TO DISCONTINUE SERVICE

A request to discontinue service should be made in writing with as much notice as possible. Upon request to discontinue, be prepared to give a forwarding address, and telephone number. All final bills are due upon receipt.

## NOTIFICATION REQUIREMENTS

If you are a commercial gas customer we need 10 days notice of any planned shutdown of your facility. Any significant interruption to process loads should be immediately communicated to Devens Utilities as should any change in production schedule which would significantly impact your daily gas usage.

## BEFORE YOU DIG

If you are planning to dig on your property, notify DIG SAFE at least 72 hours, three business days (not including holidays) in advance of the scheduled dig date. Damage to underground sewer, water, telephone, gas, electrical, or cable TV lines is potentially hazardous and disruptive. State law requires all such underground lines be located and marked before excavation can begin. Excavation near gas lines should be done with hand tools.

**PLEASE CALL DIG SAFE AT:**

**1-888-DIG-SAFE  
(1-888-344-7233)**

## IF YOU SMELL GAS

**DO NOT** try to light any appliance. **DO NOT** touch any electrical switch. **DO NOT** use any phone in your building. **CALL THE DEVENS EMERGENCY LINE IMMEDIATELY AT:**

**1-978-772-7200**

## COOKING WITH GAS

Nothing cooks food better than a gas range, but NEVER use your gas range to heat a building. This practice creates a serious fire hazard and puts you at risk from dangerous carbon monoxide fumes.

## BEWARE OF CARBON MONOXIDE

Carbon monoxide is a silent, colorless, odorless killer which gives no warning of its presence. It can be a by-product of ANY fuel burning appliance, whether it's gas, oil, wood, charcoal, propane or gasoline. To ensure your safety, have your chimney or heat flues checked regularly by a professional.

## UTILITY THEFT

Theft of Utilities is a serious offense and could pose a serious danger to you and your property. If you believe that someone has tampered with, or is illegally tapping into a utility service,

PLEASE CONTACT DEVENS UTILITIES AT: 1-978-784-2904

## Emergency & Safety Phone Numbers

**Gas Leak  
or Emergency**  
1-978-772-7200

**DIG SAFE**  
1-888-DIG-SAFE  
(1-888-344-7233)



**Utilities Department**  
1-978-784-2925

**Billing Questions**  
1-978-784-2940

## A PLEASURE TO SERVE YOU

We hope this guide has been helpful. Please keep it as a handy reference for your future utility questions. And remember, you can always call us for additional information at any of the numbers listed in this guide.



**MassDevelopment**

**Devens Utilities**

## Customer Information Guide To our Products & Service

In this day of deregulation there can be much confusion about utility rates, especially natural gas and electric rates. The Massachusetts Restructuring Act of 1997 does not apply to municipal utilities or Devens Utilities. However, it is the objective of Devens Utilities to provide highly competitive utility rates to customers in the Devens Regional Enterprise Zone. To accomplish this objective, we chose our energy suppliers and operating & maintenance contractors on the basis of competitive bids and have concluded these efforts with carefully drafted contracts. We believe this procedure works to ensure our customers the best possible price for a reliable utility. Our rates are structured to pass-through our contract and operating costs and provide a set aside for future capital upgrades and major repairs. The gas and electric rates are “unbundled” to allow our customers to compare our rates with those in other areas.

This Customer Information Guide is designed to provide you with quick and easy access to information about the Devens Utilities. As you read it, you'll discover that we work hard to service all your utility needs.

## AVAILABLE SERVICES

Devens Utilities provides natural gas, electric, water, and sewer services to residents, institutions, and businesses in the Devens Regional Enterprise Zone.

## NATURAL GAS

The Devens natural gas distribution system is connected to the KeySpan system. Devens purchases its gas on a wholesale basis through competitive bidding. KeySpan provides transportation services by allowing Devens gas to be transported through their lines to Devens, and operations and maintenance services under contract with MassDevelopment.

### *CUSTOMER-OWNED GAS PIPES*

We diligently maintain Devens-owned pipelines to ensure safety and efficiency. It is important to remember, however, that you are responsible for customer-owned gas lines that begin at the outlet of the gas meter and extend – either above or below ground – to natural gas-burning appliances.

Of such customer-owned gas lines, buried gas lines are notable because, if they are not maintained, they may corrode or leak.

To properly care for a buried pipe, it is recommended that the pipe be inspected periodically for (1) leaks on your gas lines and for (2) corrosion if lines are metallic. If unsafe conditions are found, the pipeline should be repaired immediately.

To have your gas lines checked, contact your local plumbing/heating contractor or a leak survey and corrosion expert. A fee is involved.

## ELECTRICITY

The Devens electrical distribution system is connected to regional transmission lines at its West Main substation. All of the electricity used each day enters our system at this point. There is no power plant at Devens; Devens purchases all of its power through a competitive bid contract with New England Power served by Dominion Energy Marketing, Inc.

Power generators are connected to the network of high-voltage transmission lines or the “grid”. The grid is operated by the New England Power Pool (NEPOOL). Power producers are run by NEPOOL on an economic basis. The least expensive generators generally run twenty-four hours per day. As needed, more units are turned on to cover the loads throughout the day, beginning with the least expensive. Thus, the last unit on is the most expensive to operate and is on for the shortest period, to cover the peak.

## WATER

Devens’ drinking water comes from shallow sand and gravel deposits located within the watersheds. Four groundwater production wells are capable of withdrawing over 5 million gallons per day of drinking water. The sand and gravel act as a huge underground reservoir which is continually replenished by rainfall and snowmelt.

Once the water is pumped from the ground, it enters the distribution system, composed of approximately 50 miles of water main. The Devens storage tank and standpipe have a 2 million gallon capacity. This storage capacity helps maintain system-wide water pressure while at the same time providing sufficient amounts of water during periods of high water demand (i.e. fire flow protection).

## *Drinking Water Quality*

Primary drinking water standards have been established by the U.S. Environmental Protection Agency and the Mass. DEP to insure the protection of human health. These standards relate to natural and man-made chemicals commonly identified within drinking water recharge areas. All Devens drinking water wells are routinely monitored to evaluate the water quality entering our distribution system. We are pleased to report that the drinking water within our system meets or exceeds all established drinking water standards. A report on water quality is published annually.

The water department has initiated a water main flushing program whereby all mains are flushed twice a year to prevent any build up in pipes. Pipeline deposits can reduce the capacity of the pipelines and contribute to color, odor, and taste problems. Flushing also prevents slime growth.

## SEWER

Wastewater is collected through a series of about 50 miles of pipes that make up the Devens wastewater collection system. Sewage lift pumps boost the wastewater to the wastewater treatment plant located in the northern part of the Devens Regional Enterprise Zone. The Devens wastewater treatment facility is a state of the art sequencing batch reactor (SBR) system that also treats wastewater from the towns of Shirley and Ayer and the MCI-Shirley prison.

## METER INFORMATION

Your gas, electric & water meters measure your consumption. Reading your own meter may help you better understand what you are being charged for and how you can better conserve on utilities. By subtracting your last meter reading from your current reading, you can see how much you have used over that time period.

For digital meters, you can read the numbers directly off the meter. Some meters have multipliers so you should look at the units labeled.

A clock dial type meter is trickier to read. Each dial refers to a number. There may be 4 or 5 dials on your meter. The reading is the last number passed by the needle. Look carefully—the dials rotate in different directions.

## NATURAL GAS METER

If your gas meter has dials, read the left one first. Write down the last number the hand has passed. Repeat, reading dials from left to right. Notice that the dials alternate in rotation. If a hand is directly on a number, look at the dial to the left. If that dial passed zero, read the number. If not, use the next lower number.

## ELECTRIC METER

If your electric meter has dials, read the right one first. Write down the last number the hand has passed. Repeat, reading dials from right to left. Notice that the dials alternate in rotation. If a hand is directly on a number, look at the dial to the right. If that dial passed zero, read the number. If not, use the next lower number.

## *Demand... What Does It Mean?*

Each hour every one of our customers uses electricity, measured in kilowatt hours (kwh), depending on how much is plugged in and turned on. Some customers also pay a demand charge. This charge is based on the 15 minutes in that month wherein the maximum usage has registered and is called the peak demand for that month. Demand is measured in kilowatts (kw).

## WATER METER

If your water meter has dials, begin with the 1 cubit-foot-value dial. Write down the number the pointer is directly on, or has last passed. Repeat this procedure on the 10 and 100 cubit-foot-value dials, etc. Write down the numbers from right to left. The result you obtain is your meter reading.

The best way to track your usage is in gallons per day. To convert cubic feet to gallons, multiply by 7.5. To find out where usage is occurring, run appliances (dishwasher, shower, washing machine) individually and read the meter before and after.

## BILLING INFORMATION

### GAS BILL

Your gas bill shows the billing period, therms used, number of meters, the service locations, and charges. The bill includes the breakdown of usage by meter and any meter multiplier that apply.

### ELECTRIC BILL

You receive one electric bill per meter. Your electric bill is one page and notes all pertinent information such as the account number, service location, meter number, billing period, charges, and kilowatt-hour used. If your meter also registers demand, you will find your kilowatt and kilovolt-ampere readings along with the calculated power and load factors.

### WATER & SEWER BILL

Your water and sewer are billed together, generally on a quarterly basis, the bill shows the account number, service location, meter number, billing period, charges, and gallons used.

### BILLING AND PAYMENT

Natural gas and electric bills are rendered on a monthly basis. Water & Sewer bills are rendered quarterly. All bills are payable upon receipt. If you have any questions regarding your utility bills, please call: 1-978-784-2940