

NOVEMBER 2015



LOCAL LINES

SHREWSBURY ELECTRIC AND CABLE OPERATIONS
508-841-8500 | SELCO.SHREWSBURYMA.GOV

November Hours

VETERANS DAY

NOVEMBER 11

OFFICE:

CLOSED

HELPDESK:

10 AM - 6 PM



THANKSGIVING DAY

NOVEMBER 26

OFFICE:

CLOSED

HELPDESK:

CLOSED



Appliance Rebates

SELCO is offering a variety of rebates through it's HELPS program until December 31, 2015, For more information please visit www.munihelps.org

750kWh of Electricity

Cost as of November 1, 2015



Customer Satisfaction Survey

SELCO has hired research firm Great Blue to conduct a customer satisfaction study in November. This survey is designed to independently and objectively collect views on service provided to customers by SELCO and to measure customer awareness on a number of key issues impacting the cable and electric industries.



The survey will be conducted via telephone. Customers will be selected at random by Great Blue to participate in the survey. SELCO asks customers contacted by Great Blue to please provide honest and complete answers. Survey results will help guide SELCO in the coming years. All responses are anonymous and the names of respondents will not be provided to SELCO.

Share the Warmth

SELCO is asking you to "Share the Warmth" with your neighbors who are having difficulty paying their electric bills this winter.



Fixed incomes, unemployment, illness and other economic problems make it difficult for some Shrewsbury families and senior citizens to afford even life's basic needs.

Please give generously using the envelope included in this month's SELCO bill, or click the "Donate to Share the Warmth" link on www.SELCOEZpay.com. 100% of donations go directly to Shrewsbury residents in need.

Electric Rates to Hold Steady Through Winter

Due to lower than anticipated fuel costs, SELCO will not be raising rates through March 31, 2016. Shrewsbury residents will be saving about \$70 per month over National Grid customers in surrounding towns (using 750 kWh of electricity).



Contact Us

Shrewsbury Electric and Cable Operations

100 Maple Avenue

Shrewsbury, MA 01545

SELCO.ShrewsburyMA.gov

Customer Service: 508-841-8500

Office Hours: 7:30 AM to 4:30 PM M-F

Helpdesk: 508-841-8572

Helpdesk Hours: 8 AM to 10 PM M-Sat.
10 AM to 10 PM Sun.

Prime Media

A VISUAL COMMUNICATIONS COMPANY

Advertise Your Business on SELCO Digital Cable

Cable advertising is the most effective and affordable way to advertise your business!

Let your local Prime Media representative help you choose from top rated networks on SELCO Digital Cable.

Let our team work for your business!

For more information contact:

Guy Ferrante, Account Executive
Prime Media
(508) 826 - 5567
gferrante@pmpmail.net

SELCO Sponsors Annual Santa's Toy Chest

Donate a NEW unwrapped toy to Santa's Toy Chest and get a FREE energy efficient light bulb courtesy of SELCO.

St. Anne's Human Services distributes toys to local children during the holiday season through the Santa's Toy Chest program.

New unwrapped toys can be dropped off at the SELCO office during regular business hours from November 30th through December 23rd.

Join us in making this holiday season memorable for a local child in need. Gifts for children of all age groups – from infants to teens – are welcome.



Want Information on Cable Negotiations?

Check out TVonMySide.com

TVonMySide.com is a collaborative effort of hundreds of local, independent Cable TV providers located throughout the country in communities like ours.



Over the next few months SELCO will be in negotiations with many of our channel providers, including AMC, which owns 6 channels, and NBCUniversal which owns more than 15 channels. We know you want a good value, so when networks demand huge fee increases, **we work to get the best offerings at the best price** so we can keep your bill as low as possible.

Please continue to check TVonMySide.com for the latest updates, information on negotiations, and to weigh in on which programming is most important to you. Please take a moment to complete the TVonMySide programming survey. Your feedback is important to us!

