

PUBLIC SAFETY

FIRE DEPARTMENT

Thomas Judge, Fire Chief

The Concord Fire Department (CFD), with forty-eight uniformed staff, provides fire, rescue, and EMS services to the community. Our dedicated staff is committed to delivering a high level of service in the all-hazards role of a modern fire department. Massachusetts is divided into fifteen mutual aid fire districts; Concord is a member of fire district 14 which includes 23 cities and towns in central Middlesex County. Member communities cooperate to provide the region with a variety of services that would be impractical for a single community. These include teams that provide dive rescue services, technical rescue services, fire investigations, communications team for large incidents, incident management team for large incidents, and a critical incident stress management. Concord has members on all the teams. The participation in these teams is a great benefit to the community because of the expertise gained working throughout the region that is brought back to Concord.

Hazardous Materials Response is managed at the State level and divided into six statewide regions; Concord is in hazmat response District 3. Teams are made up of firefighters from the regions. Concord has two members that are hazardous materials technicians assigned to the district hazmat team. Concord Fire has two members that are a part of the Massachusetts Urban Search and Rescue Team. MA Task Force 1 operates out of Beverly, Massachusetts and provides service at the national level. During 2023 CFD members of MA TF1 responded to Vermont flooding, and Hawaii wildfires.

PERSONNEL

Promotions:

Brian Whitney was promoted from Captain to Assistant Fire Chief. Assistant Chief Whitney is responsible for all department training and the department's Emergency Medical Services.

Emergency Responses 2023

NFIRS CATEGORY	NUMBER
Fires/Explosions*	49
Overpressure/Ruptures	2
Emergency Medical/Rescue**	2,423
Hazardous Conditions***	194
Service Calls	327
Good Intent Call/Public Service	244
Fire and CO Alarms/Other Alarms	949
Weather Related	5
Special/Miscellaneous	4
TOTAL EMERGENCY RESPONSES	4,197

*Fires occurred within the following sub-categories:

Structure fires:	19
Vehicle fires:	6
Brush fires:	13
Other fires:	11
There were no explosions	

** - Of the EMS responses 1,845 resulted in patient transport to a hospital at the following level of care:

BLS transports:	1,075
ALS transports:	770

Included are 182 Motor Vehicle Accidents
Concord received a mutual aid ambulance 140 times
Concord provided a mutual aid ambulance 127 times

***Hazardous Conditions included the following responses:

Gas/LPG leaks:	46
Gasoline/Oil spills:	9
Chemical Hazard & Spills:	11
Electrical Problems:	0
Power Lines Down:	0
Carbon Monoxide Incidents:	0

Fire Prevention Activity

<u>Inspections</u>	<u>Total</u>
Residential Smoke/CO Alarms (Sale/Transfer)	209
Residential Smoke/CO Alarms (Construction/Alteration)	174
Commercial Fire Alarm/Suppression System	32
LP Gas Storage	33
Oil Burning Equipment	17
Oil Tank Installation	39
Oil Tank Removal	46
Liquor License	18
Day Care Facilities	6
Summer Camps	9
Hotels/Inns	12
Historic/Museums	3
Assembly Occupancies	14
Correctional Facilities	2
Healthcare Facilities	25
Schools/Dormitories	19
Construction Sites	29
Other, not classified	37
Re-inspection/Corrective Action	68
	<u>792</u>
<u>Plan Reviews</u>	
Residential	118
Commercial	25
	<u>143</u>
<u>School Fire Drills</u>	
Public	35
Private (including dormitories)	10
Business/Group Home/Day Care Ctr	11
	<u>56</u>
<u>Permits issued</u>	
Open Air Burning	332
Blasting	1
Cannon or Mortar Firing	8
Dumpster	30
Fire Protection System	115
LP Gas Storage	37
Flammable/Combustible Storage	22
Oil Burning Equipment	59
Tank Removal	41
Cutting/Welding/Hot Work	14
Other, Not Classified	25
	<u>684</u>

Brad Ferrie was promoted from Lieutenant to Captain and is serving as the Shift Commander on Group 4.

Todd Niemi was promoted from Firefighter to Lieutenant and is the Station Officer at Station 2 on Group 2.

James Foley was promoted from Firefighter to Lieutenant and is the Station Officer at Station 1 on Group 3.

Retirement:

Captain David Curran retired in 2023 after more than 40 years of service to the town. A lifelong Concord resident, Dave started working for the town as an auxiliary firefighter, then a call firefighter, then appointed as a full-time firefighter in 1981. Dave served as a Firefighter, a Lieutenant, and a Captain for the Concord Fire Department. He was also a State of Massachusetts Hazardous Material Technician for many years, including being equipment and vehicle coordinator for all the state's Hazardous Material Response teams. We wish Dave and Claudia the best in retirement.

New Firefighters:

We welcomed the following new Firefighters to the department in 2023:

- FF Adam Kaminski-Miller
- FF James Black
- FF Ian Ford

FIRE PREVENTION

The Fire Prevention Office is overseen by Assistant Fire Chief Walter Latta and staffed by Fire Prevention Inspector Lt. David Nichols and Office Coordinator Timalyn Rassias.

2023 began with the adoption of a newly revised state fire code (527 CMR 1.00). Revisions to the code brought about several new changes in the way the Fire Prevention staff conducts the business of community risk reduction. Among these are some that are directly related to the increase in demand for alternative fuel sources. In addition to plan reviews for the construction projects, fire alarm systems, and sprinkler systems that we normally



*Fire Department Team: Left to Right – Back: Mike DeRoche, Elsa Heil, Samantha McChesney, Dan DeRoche, Tim O'Malley, Jimmy Mazzola, Tim Lilley
Left to Right – Front: Lindsay McGloughlin, Ben Lewis, Chuck Hopkins, Peter Ostroskey*

do, our staff is now reviewing plans for the installation of residential energy storage systems and solar panel arrays. Safety considerations regarding these types of systems are outlined in the code and are reviewed for compliance as a condition of approval.

Residential and commercial construction are a major focus of fire prevention, many hours are devoted to working closely with the Town's Building and Planning Divisions, reviewing plans, conducting site inspections, and attending meetings with property owners and contractors during all phases of construction, alteration, and demolition to ensure compliance with the Massachusetts Fire Code and achieve the best possible level of protection of life and property.

Project of note this past year include the new Middle School. A project of this size requires fire prevention's attention at many meetings and inspections as construction evolves. Staff have assisted Concord Academy with their ongoing project.

Over the past year, our fire prevention staff have spent a great deal of time working on issues surrounding electrical storage systems and electric vehicles. This quickly evolving technology has required that our staff attend numerous conferences and training programs to fully understand the related hazards and code requirements.

Fire prevention staff conduct many inspections throughout the year including residential smoke detector inspection upon transfer of real estate, removal or installation of oil tanks, propane tanks and heating equipment, annual inspections of schools, day care facilities, hotels / inns, museums, and assembly occupancies.

All members of the Concord Fire Department actively participate in pre-incident planning of buildings and structures in town. These planning activities include meeting with and speaking to property owners, managers, and employees, becoming familiar with the building's layout, alterations, and potential hazards. Data is gathered and recorded so it can be used during emergency responses at these locations.

The Concord Fire Department participates in a program sponsored by the Massachusetts Department of Fire Services called S.A.F.E. (Student Awareness of Fire Education). Captain Sean Murphy manages this program and its companion program, Senior SAFE, which provides fire prevention services to the senior community. Captain Murphy along with other staff visit schools in Concord to present programs to students on fire safety.

The Senior SAFE program gives us an opportunity to provide fire safety education and install smoke and carbon monoxide detectors for seniors that need assistance.

Community

The Concord Firefighters Relief Association (CRFA) sponsored the annual toy drive this year. The Concord Carlisle High School (CCHS) Football Team collected toys from the school community and contributed them to the drive. The members of the Concord Fire Department were proud to be able to provide support and assistance to families in need and make their holidays a little better.

Concord Firefighters participated in Picnic in the Park, Veteran's Day Flag Retirement, and a drive-through barbeque at the Council on Aging. In April, thirteen members of the department participated in "Pulling 4 Paws", an event supporting NEADS. NEADS provides service dogs for a variety of different needs.

Training

The department's training program is a year-round effort on a variety of all-hazards responsibilities. These include basic and advanced firefighting skills, emergency medical services, technical rescue, hazardous materials response, water/ice rescue, auto extrication, hostile threat response, emergency driving and many other skills.

Additionally, several of our staff are members of regional response teams specializing in hazardous materials, technical rescue, fire investigation, emergency communications, dive/rescue, and incident support. The Massachusetts Firefighting Academy is a training resource for all departments in the state; not only does Concord Fire take advantage of the opportunities, but we are also fortunate that many of our staff are also instructors at the academy.

LOCAL EMERGENCY PLANNING COMMITTEE

Thomas Judge, Fire Chief /
Emergency Management Director, Chair
Donald Kingman, Co-Chair

Our Local Emergency Planning Committee, following Federal law definition, creates response plans for hazardous materials spills within the Town of Concord. The Committee also accepts Tier II reports from sites that store hazardous substances. Concord is a member of the Mystic Regional Emergency Planning Committee (MREPC). The MREPC provides training opportunities for town staff with emergency management responsibilities and being a member community aids Concord in staying in compliance with the Emergency Planning and Community Right-to-Know Act (42 U.S.C. 11011 et seq. (1986)).

CONCORD EMERGENCY MANAGEMENT AGENCY (CEMA)

Thomas Judge, Emergency Management Director
Walter Latta, Deputy Emergency
Management Director
Deputy Emergency Management Director
Don Kingman, Deputy Director

CEMA maintains the Town's State-mandated Comprehensive Emergency Preparedness Plan (CEMP), a document that outlines the roles and responsibilities of different agencies during a significant emergency and provides a resource guide. These could be emergencies involving a broad spectrum of All-Hazard topics such as incidents caused by weather (floods, ice storms, etc.), public health crises, hazardous materials spills, and other human-created events.

The Emergency Operations Center is the town's conduit to MEMA and the resources available at the State Government level. The EOC is also where the various Concord agencies such as all the departments under DPLM, Public Works, Police, Concord Municipal Light, Fire, Facilities, Town Managers Office, Finance, and Human Resources coordinate the town's response to different emergency incidents affecting the town.

CONCORD POLICE DEPARTMENT

Chief Thomas A. Mulcahy

The Concord Police Department is committed to ensuring the confidence and trust of the public by delivering professional, respectful, quality services to our community. The Concord Police Department delivers a wide range of public safety services to the community with an authorized staff of 36 sworn officers, 7 Special Police Officers, 9 Public Safety Dispatchers, 6 School Crossing Guards, 1 Office Administrator, 1 Office Coordinator, and 15 Civilian Traffic Officers. The department continues to be proactive in community problem solving, criminal investigations, traffic control and enforcement, parking control and enforcement, school crossing safety, elder services, and emergency response and management. The department provides several community programs, such as a jail diversion program/mental health clinician, crime prevention, youth services, domestic violence services, elder services, School Resource Officers, child passenger safety seat installations, as well as processing a variety of permits, licenses, and applications.

The department continues the Craigslist Safe Exchange Program, which allows members of the community to come to the Police station parking lot to complete on-line purchases and sales. Police are encouraging citizens to utilize the Police station, which is equipped with surveillance cameras and staffed 24 hours a day, 7 days a week, as a safe and secure meeting place. Additionally, the department utilizes a “First Responder Student Information” sheet to assist officers who might respond to or encounter certain students throughout town, who may require special assistance. This is in addition to an existing service, “Concord Resident Emergency Services,” an informational form which increases awareness of the senior population in town, who officers also may be called upon to assist. The department continues to utilize CodeRed and social media to keep residents informed in a timely fashion as to ongoings in the community. The Department maintains kiosks in the Police Department lobby, which collect unwanted medications and used hypodermic sharps for safe disposal.

The department remains committed to the changes that have come about under the Police Reform Act, pursuant to the Law that Governor Charles Baker signed into effect in 2020, “An Act Relative to Justice, Equity, and Accountability in Law Enforcement in the Commonwealth”. The department routinely reviews and updates its policies and procedures to ensure they remain in compliance with the law, and that the department adheres to best practices within the profession. The department achieved compliance with the Massachusetts Peace Officer Standards and Training Commission (POST-C) by submitting required paperwork for its’ officers and continues to work with the commission. POST-C reviewed required information submitted, and deemed the officers certified in accordance with Massachusetts law. The Department continues to meet and work with the Town’s Diversity, Equity, and Inclusion (DEI) Commission. Members of the Command Staff have been invited to attend meetings and to work with the Commission to ensure Concord is a welcoming community.

The Concord Police Department continues to be an active member of the Central Middlesex Assessment for Safety Team (CMAST). The program was developed through the collaboration of stakeholders who recognized the need for a community approach to better protect and serve victims of domestic violence. CMAST is one of 9 Domestic Violence High Risk Teams within Middlesex County and continues to be a successful program.

Partnerships with Federal, State, and local agencies are important parts of the department’s strategy to ensure the safety of the community through resource sharing and mutual aid. The Concord Police Department continues to be an active member of the Northeastern Massachusetts Law Enforcement Council (NEMLEC). NEMLEC is a regional consortium comprised of 59 Police Departments and the Sheriff’s Departments of Middlesex and Essex Counties. Concord Police Officers are assigned to various functions in NEMLEC, including SWAT, Regional Response Team (RRT), Motorcycle Unit, and the STARS Team (School Threat Assessment and Response System).

The Department collaborates with 8 Middlesex County Police Departments and the Concord District Court and continues to work with a “Jail Diversion” Grant to address mental health issues. The Massachusetts Executive Office of Health and Human Services’ Department of Mental Health awarded the grant to this coalition. As part of the coalition’s innovative model, officers work with a Clinical Coordinator, who manages the Jail Diversion Program. The role of the Jail Diversion Clinical Coordinator is to train Officers in mental health matters, first aid, and to serve on the Crisis Intervention Team (CIT). The Clinical Coordinator also works with department officers to create strategies and best practices for police officers who may encounter individuals experiencing a mental health crisis.

The Department continues to maintain strong partnerships with our community-based services agencies, The Domestic Violence Services Network (DVSN) and The Communities for Restorative Justice (C4RJ). Both agencies, along with our mental health liaison, continue to provide resources for our referral network. Concord Police officers and Public Safety Dispatchers continue to participate in trainings for both programs. New officers hired by the department receive 40 hours of training in Crisis Intervention (CIT), along with Integrated Communication and Tactics Training (ICAT). Officers also participate in the education of new drivers in the CCHS Driver’s Education Program, providing valuable information to assist new drivers as they travel the roadways.

The Department continues to have officers participate in different programs throughout the Commonwealth. The department continues to have our female officers attend the Massachusetts Association of Women in Law Enforcement (MAWLE) annual conference. Several members of the department participated in Active Shooter/ Hostile Event Response (ASHER) Program training along with area Police and Fire Departments. The Department continued the Summer Youth Police Academy, which provides young adults with the opportunity to learn about public safety and policing. At the beginning of the school year, the School Resource Officers (SRO’s) continue to conduct Alert, Lockdown, Inform, Counter, and

Evacuate (ALICE) training and drills at all the public and private schools in town. The department continues to make this a priority each school year to ensure that students and staff at all schools in Town are prepared in the event of an emergency.

The department updated its firearms this year, incorporating the newest technology available. The department continues to utilize the drone which was purchased in 2022. Officers have received additional training with one officer certified as a drone pilot. The department continues to provide additional training for its staff in areas such as de-escalation skills, interpersonal communications and recognizing and responding to calls involving mental health. This is in addition to the forty hours (40) of mandated training by the Municipal Police Training Committee (MPTC).

The department is in year two (2) of its accreditation cycle. The department continues to review its policies and update them as needed, ensuring compliance with the Massachusetts Police Accreditation Commission, Inc. (MPAC). The department continues its work on becoming an accredited agency recognized by the National Commission on Accreditation for Law Enforcement Agencies, Inc. (CALEA). The Statewide and Federal standards for accreditation impact officer and public safety, address high liability/risk management issues, promote operational efficiency throughout the agency, and ensure compliance under the Police Reform Act.

The department is actively preparing for the upcoming 250th anniversary of the historic battles of Concord and Lexington in 2025. In March, members of the department attended the first of several meetings to discuss the planning and events surrounding the celebration. The department is actively preparing for this event, attending regular meetings of the Public Safety Committee for Concord as well as the Executive Committee meetings that incorporate the area towns. The department has been meeting regularly with other agencies including members of the Massachusetts Emergency Management Agency (MEMA) as well as attending training classes relevant to hosting large scale events.



SGT Manchuso receiving Al Filipov award for courage pictured with Chief Mulcahy.



Chief Mulcahy being sworn in by Town Clerk, Kaari Tari



Lieutenant Landers and Department clinician Emily Black pictured at Law enforcement torch run for Special Olympics

The department continues to enhance its sustainable energy practices with the continued use of hybrid vehicles as well as fully electric vehicles, including a TESLA, which is being utilized in various capacities. The department is continuing with its anti-idling initiatives, including the “Park and Walk” program, with officers walking or riding bicycles in districts, on trails, and recreational areas, as part of their daily duties. These practices aid considerably in achieving the goal of reducing fuel consumption.

Our Public Safety Dispatchers answer emergency and non-emergency calls, dispatch public safety personnel, and monitor computer equipment as part of their duties. Concord Public Safety Dispatchers maintain certifications as emergency tele-communicators and law enforcement data professionals, trained to the standards of the Massachusetts State 911 Department, Massachusetts Criminal History Systems Board, National Academy of Emergency Medical Dispatch, and the Association of Public Safety Communications Professionals International. Concord Public Safety Communications has implemented a comprehensive training program that includes more than 233 hours of combined, multi-disciplinary training, and exceeds the Massachusetts State 911 Training Standards. Several Dispatcher are also trained as Tactical Communications Specialists and utilize Concord’s Tactical Communication Unit to support missing person searches, high-risk warrant services, and town events such as the Patriot’s Day Parade and Holiday Tree lighting ceremonies in

2023 Incidents Report

Arrests (various)	84
Summons	203
Assaults	16
Suspicious Activity	460
Motor vehicle crashes	403
Motor vehicle v. Deer	3,407
Operating Under the Influence	36
Protective Custody	4
Traffic Citations	3,083
Criminal Traffic Summons	256
Larceny Investigations	203
Domestic Violence Investigations	51
Narcotics, Drug Investigations	0
Community Policing/Directed Patrols	3,684
Business/Location Checks	10,501
Medical Assists	1,036
Animal Control	295
Vandalism Complaints	35
Alarms-Commercial/Residential	688
Breaking & Entering Investigations	28
Total Log Items	37,715

town. In 2022 Concord joined the MA Telecommunications Emergency Response Team (TERT), which is a new State-wide interoperability initiative enabling all 911 public safety answering points to access trained mutual aid personnel and resources in the event of local, man-made, or natural disasters. The department has one dispatcher trained as part of the TERT team, as well as NEMLEC'S Incident Management Team(IMT). The department welcomed 2 new Public Safety Dispatchers in 2023, Brandon Burns and Brianna Champion. Dispatcher Anthony Marabella retired after twenty (20) years of service while Dispatchers Celina Gibbons, and Edwin Woods resigned from their service with the department.

Acting Chief Thomas Mulcahy was officially sworn in as Police Chief in April. Sergeant Timothy Landers was promoted to Lieutenant in April. The Department also promoted Detective Michael Bordenca to the rank of Sergeant in March and Officer John O'Connor was promoted to the rank of Sergeant in May. Officer Joshua Bordenca was assigned to the Support Services Division as a Detective in February. The Department welcomed 3 new Officers in 2023; Deric Maddaleni and Samantha Simpson, who graduated from the police academy in June. David Braga joined the department as a full time Police Officer in November. The Department also welcomed three additional officers, who were assigned to police attend academies for training: Wolfgang Angulo, Michael Burman, and James Miller. Athlyn Wood was given a conditional offer of employment, and is currently enrolled at The Merrimack College Police Academy, in which candidates graduate with a full-time police academy and earn a Master of Science in Criminology and Criminal Justice. Sergeant Joseph Connell and Officer Sylvia Toumayan retired from the department. Officers Nathan Fisher, Nichole Rudolph, and Charles Femino resigned from the department to pursue other opportunities.

Officer Gregory Mailloux and Officer Nathaniel Brady currently serve as members of the NEMLEC Motorcycle Unit. Sergeant Luke Rennie remains a member of the NEMLEC SWAT Team, and officers Daniel Lordan and Michael Sellards are assigned to NEMLEC Regional Response Team (RRT).

Dispatcher Brandon Burns replaced Dispatcher Marabella as part of the Incident Management Team (IMT) as a Tactical Dispatcher for NEMLEC, and Lead Dispatcher Richard Landers is assigned to the Telecommunications Emergency Response Team(TERT).

The Department maintains an anonymous 24-hour Tip Line (978-318-3407), and State and Federal Grant funding continue to provide the Department with opportunities to purchase new equipment and technology, and to fund existing programs. The Department also continues to receive and administer a grant funded through the Massachusetts State 911 Department for Dispatcher training and personnel support services.



Officer LaCure receiving AAA Traffic Safety award pictured with Lieutenant Landers



CPD Honor Guard at the 2023 Patriots Day Parade

ANIMAL CONTROL OFFICER

Jennifer A. Condon

The Town contracts with a private vendor to provide dog and animal control services. The contract is awarded based on a competitive bidding process and is administered by the Chief of Police.

The Animal Control Officer responds to all animal complaints (domestic or wild), which includes the humane removal of certain animals. The Animal Control Officer is required to provide a vehicle for the transporting of dogs, as well as a licensed kennel for the temporary housing of any dogs taken into

their custody. The Animal Control Officer and assistant(s) are on call 24 hours a day and are contacted by pager through the Public Safety Communications Center.

The existing contract services provide response to all animal control problems (domestic or wild). Other animal control problems are handled over the phone by referrals or by the uniformed Patrol Officers of the Department. The budget also provides for limited patrols by the Animal Control Officer to locate stray dogs.

The overall objective of this program is to provide dog and animal control services in an efficient and effective manner. The Laws of the Commonwealth mandate the appointment of an Animal Control Officer.

2023 Animal Activity by Month

	Total # Calls	Complaint Calls	Lost Dog	Lost Cat	Other Cat Related	Wildlife	Misc Calls	Pickups	Human / Animal Bite	Quarantine Orders Issued / Released	# Submittals to State Lab
JANUARY	11	3	2	1		1	4				
FEBRUARY	8	1	3				4				
MARCH	27	5	1			9	5		3	3	
APRIL	23	3	4	1		3	8		2	2	
MAY	27	1	2			9	11	1	1	1	1
JUNE	15	2	1		1	6	5				
JULY	16	4		1		6	3		1	1	
AUGUST	22		2	1	4	8	5				2
SEPTEMBER	16	2	3			5	6				
OCTOBER	12	3	1	2	1	1	2		1	1	
NOVEMBER	12		1		1	5	4	1			
DECEMBER	14	4	2			1	6	1			
TOTAL	203	28	22	6	7	54	63	3	8	8	3

MUNICIPAL LIGHT PLANT

David Wood, Director

Concord Light (“CMLP”) is a community-owned electric utility, created for and by the citizens of Concord in 1898. The goal then, as now, was to provide reliable and reasonably priced service in a responsive and thoughtful manner. Our mission is to partner with our customers, civic institutions, and employees to foster a vital community, in the near and in the long term, in which to live, raise a family, work, and operate a business. Our 2018 – 2025 Strategic Plan, available at www.concordma.gov/cmlp, describes our goals:

- Maintain service reliability at a very high level;
- Maintain or increase customer satisfaction and perception of value;
- Provide energy-related services to as many customers as possible;
- Increase revenue and net operating income modestly;
- Reduce greenhouse gas emissions

Our work in 2023 focused on several initiatives designed to achieve those goals.

The Town Manager appoints a five-member, volunteer Light Board comprised of local residents. Current Light Board members include (in alphabetical order) John Dalton, Brian Foulds (Chair), Alice Kaufman, Warren Leon (Clerk) and Bianca Taylor. The Board meets monthly to discuss and/or vote on topics such as rates, power supply and renewable energy options. The Board encourages customers to attend.

The Concord Municipal Light Plant (CMLP) operates as an Enterprise Fund within the Town government. No property tax money is required or used to operate the Light Plant. All operating expenses including electricity purchases, capital investments, and debt service are paid by the Light Plant customers. In addition, the Light Plant contributes to the Town’s operating budget via a Payment-in-Lieu-of Taxes (PILOT). For 2023, this formula-based payment was \$459,000.

Power Supply

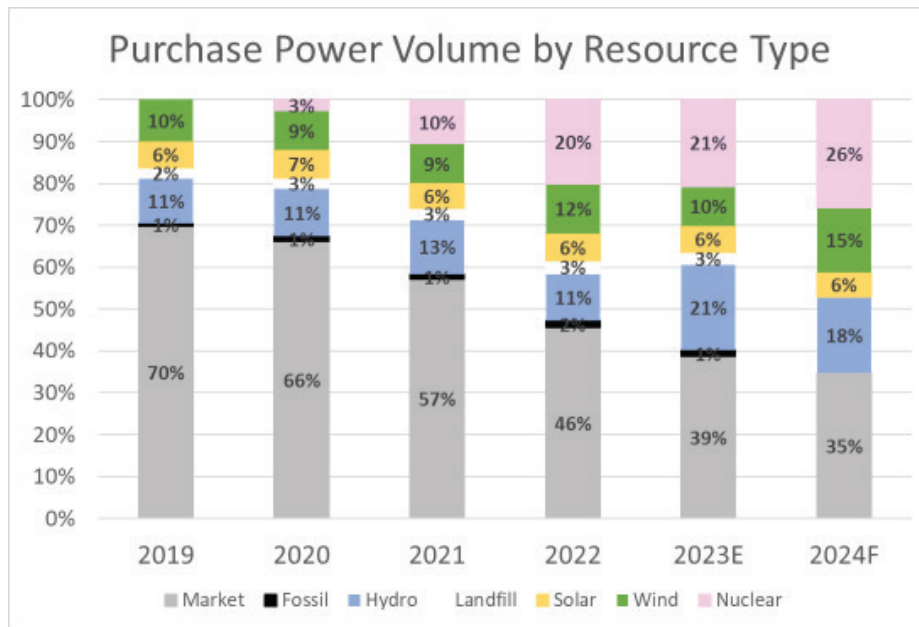
All power supply expenses are passed to CMLP’s customer-owners at cost. Power supply includes the cost of energy, capacity, and transmission. Capacity and transmission are two market services provided by the regional Independent System Operator at Federal Energy Regulatory Commission regulated rates. Energy supply, including the reliable provision of electricity and its price, are managed by CMLP. CMLP has developed a power supply portfolio from multiple sources under a power supply strategy that best suits our community’s needs. The power supply selection strategy included the following tenets:

- Diversified energy supply sources and fuel diversity
- Short- and long-term agreements to mitigate risk
- Peaking and base load supply sources to match needs
- Inclusion of cost competitive renewable energy sources
- Competitive bids for partial energy agreements on a rotating basis to minimize differences between our cost of power and current markets.

As a result, CMLP has developed a diverse power supply portfolio with a wide variety of suppliers and resources. The chart below shows the sources and fuels that make up the generation portion of CMLP’s supply portfolio.

Non-Carbon Emitting

CMLP is actively replacing fossil-based generating resources with carbon-free sources in a fiscally responsible manner. Below is a list of recent power purchases from non-carbon emitting sources.



Between last year and this year, two suppliers backed out of signed contracts for future renewable production. One was NextEra who said they would not build the 50 MW Chariot Solar project in Hinsdale, New Hampshire, which was to begin production in January, 2024. Chariot Solar would have provided approximately 2.7% of CMLP's needs.

The second supplier to cancel a project was DE Shaw Renewables. They declined to build a 121 MW solar facility that was to be located in Connecticut, Massachusetts or New Hampshire. The guaranteed commercial operation date was 12/31/2023. Gravel Pitt Solar would have provided about 1.9% of CMLP's needs.

Fortunately CMLP was able to sign two new contracts in 2023 for renewable power that include Renewable Energy Certificates (RECs). CMLP led the effort to bring a 10 MW wind facility located in Jonesport, Maine to commercial fruition. The new facility will provide 5.1% of CMLP's needs and comes with Massachusetts Class I RECs. The second new contract is for hydro power from two existing facilities: one located in Brunswick, Maine and the other in Deerfield, Massachusetts. Together they will supply about 4.7% of CMLP's needs. They come with Maine Class II RECs.

Non-Carbon Emitting Sources

Project	Location	Year Purchased	% of needs
Canton Mountain Wind	Canton, ME	2017	2%
Seabrook Nuclear	Seabrook, NH	2017	20%
Granite Wind	Coos County, NH	2018	1.5%
Existing Hydro	Housatonic River, CT	2019	3.4%
Cabot/Turners Falls	Connecticut River, MA	2020	12.5%
Seabrook Nuclear	Seabrook, NH	2020	15%
Rox Wind	Roxbury, ME	2020	3.6%
Nuclear Energy & Capacity	Seabrook, NH	2020	8.0%
Broadleaf Solar	CT, MA or NH	2020	1.9%
Spruce Mt Wind Extension	Woodstock, ME	2022	3.1%
Mason Bay Wind	Jonesport, ME	2023	4.3%
Brookfield Hydro	Brunswick, ME & Deerfield, MA	2023	4.7%

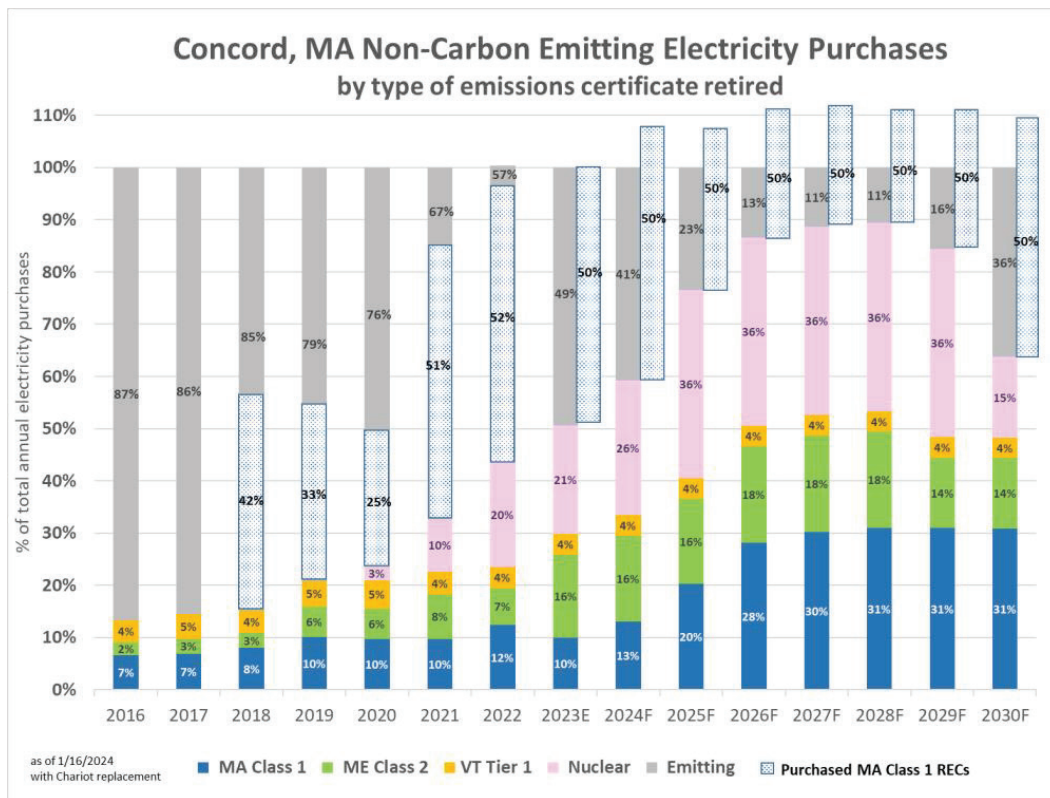
Generation Year	Associated RECs Retired	Purchased RECs Retired	Total RECs Retired	% of Sales
2023	80,049	84,033	164,082	100%
2022	74,074	91,231	165,305	98%
2021	56,756	84,623	141,379	84%
2020	39,519	42,475	81,994	51%
2019	35,620	55,703	91,323	56%
2018	26,658	74,256	100,914	58%

In 2018 CMLP began collecting an extra \$0.01 per kilowatt hour from customers on all energy sales to establish a fund to pay for the purchase of Massachusetts Class 1 RECs (“MA Class 1 RECs.”) In September 2020, the charge was increased to 0.015 per kilowatt hour, and on January 1, 2021 the charge was increased to 0.02 per kilowatt hour. The table below shows how many RECs were retired by generation year and where the RECs came from – whether they were associated with the purchase of physical energy or purchased separately. Note, CMLP will not complete the purchase of non-associated 2023 RECs until June 15, 2024. The figures provided for 2023 are only estimates.

CMLP’s REC purchase strategy purposefully sets

the cost of the program at a fixed level while letting the amount of RECs purchased in any year to float based upon the market price of RECs. That program feature prevents the attainment of carbon neutral power from significantly increasing rates. Like commodity prices, REC prices fluctuate with supply and demand. REC prices increased from less than \$0.01 per kilowatt hour in 2018 to \$0.039 per kilowatt hour today.

Despite the increase in REC prices, it is forecasted that CMLP will achieve a fully 100% non-emitting power supply seven years earlier than the originally stated 2030 goal. In 2024 new wind, hydro and nuclear supply contracts will increase the total amount of associated RECs – reducing the volume



CMLP will continue expanding its percentage of non-carbon emitting power as market economics allow without increasing rates substantially.

Energy Management

CMLP's energy management services help our customers manage their energy costs and reduce their carbon emissions through electrification, improved efficiency, and generation of carbon-free solar power at their home or business.

Electric Vehicles

The state's Department of Transportation launched the Massachusetts Vehicle Census website in 2023, providing each municipality in the state with the number of fossil fuel-powered, hybrid, plug-in hybrid and full battery electric vehicles garaged there.

The Census indicates that there were 930 plug-in hybrid or full battery electric vehicles in Concord as of January 1, 2023, 6.4% of all vehicles garaged in Concord. Statewide, plug-in hybrid and full battery electric cars make up 1.3% of all active vehicles. Concord has the 3rd highest percentage of plug-in hybrid and full battery electric vehicles in the state, exceeded only by Lexington and Weston, which are both at 6.5%, compared to Concord's 6.4%.

CMLP organized an EV Test Drive Event on October 1st in the parking lot at CCHS. One hundred twenty-eight people test drove EVs provided by 17 area car dealers. Most people were test driving an EV for the first time. Another 29 people rode along on those test drives. Seventeen local EV owners were also on hand to display their vehicles and talk with event attendees about their experience of driving electric. CMLP staff and EV Specialists answered questions from attendees about our energy efficiency and electrification rebates and services. The Concord Bridge covered the event, and their article appeared in the October 6th issue of the newspaper.

CMLP's free Electric Vehicle Toll-Free Support Line and Email, which allows Concord residents to ask questions about all things EV, handled 90 requests from 47 unique customers in 2023, 20% more requests than in 2022.



A Concord resident prepares for an electric vehicle test drive.

In 2023, the DriveEV Rebate Program's second full year of operation, 69 rebates were distributed through program, compared to 27 paid out in 2022. CMLP's DriveEV Rebate Program offers rebates ranging from \$350 to \$1,000 upon purchase or lease of a new or pre-owned EV. This range includes higher rebates for Concord families earning less than 80% or 120% of Boston metropolitan area median income. Eight of the rebates distributed in 2023 were provided to households earning less than 120% of Boston Metropolitan Area Median Income, and two were provided to households earning less than 80% of Boston Metropolitan Area Median Income. Finally, in 2023, CMLP expanded the pool of full battery electric vehicles that are eligible for the DriveEV rebate by increasing the sale price eligibility level from \$50,000 to \$55,000. This change makes our DriveEV rebate eligibility criteria consistent with the state's criteria for their MOR-EV rebate.



Emergency Response to crash on Lexington Road

Eighty-five (85) customers received a \$250 Level 2 home charging system rebate in 2023 – an increase of 49% over 2022. Three hundred-thirty (330) CMLP customers have programmed 347 EVs to charge off-peak since the EV Miles Program began in 2018. The growth rate for 2023 was a 22% increase over 2022. The EV Miles Program customers qualify for monthly credits on their electric bills.

In 2023, two condominium associations, Riverwalk and Center Village, completed installation of dedicated EV charging infrastructure for each of 10 and 12 condominium owners respectively. Both associations had participated in CMLP's EV Ready Pilot Program, through which CMLP provided engineering design services and funding to advance the installation of convenient charging facilities in each owner's garage.

Heat Pumps

Residential Sector

CMLP offers \$10,000 air source heat pump rebates and \$15,000 ground source heat pump rebates to Concord households that switch from oil, propane, electric resistance or ETS to heating their whole home with heat pumps. For households that switch partially to heat pump heating from those same fuels, CMLP offers rebates of \$1,250 or \$2,000 per ton of capacity for air source or ground source heat pumps respectively. Mass Save offers the same rebates to gas-heating households that switch to heat pump heating.

In 2023, CMLP documented 165 residential heat pump installations in homes switching from any fuel, including natural gas, down from 180 installations in 2022. Eighty-five of this year's heat pump projects received rebates from CMLP.

The Concord Clean Comfort Program continues to offer our residential customers a list of participating heat pump installers and heating/cooling coaches, who help customers decide if a heat pump is right for their home and make the process of switching to heat pumps easier. The Concord Clean Comfort Program received 292 coaching requests in 2023, averaging almost one per day, but representing about 6% fewer coaching requests than received in

2022. Almost 80% of those who requested coaching services followed through and meet with a coach, for 232 coaching engagements in 2023. 72% of the heat pump installations in 2023 involved assistance from a coach, up from 60% in 2022. An article about CMLP's heating/cooling coaching service appeared in the August 18th edition of The Concord Bridge.

The two part-time heating/cooling coaches who have been serving Concord residents since 2021 as employees of Abode Energy Management came on board as CMLP employees in 2023. We also completed arrangements to carry out rebate eligibility reviews of heat pump projects in-house, a task that Abode had been performing for us. An optional pre-approval review provides a homeowner with assurance that their project qualifies for a CMLP heat pump rebate before they sign a contract with an installer. Post-installation quality assurance reviews evaluate whether any changes to the project affected rebate eligibility and help ensure that installation best practices were followed.

In 2023, CMLP rebates also supported installations of 27 heat pump water heaters in Concord homes, a 60% increase over the 17 rebates distributed in 2022.

Commercial Sector

In June 2023, CMLP began offering rebates to businesses and larger multi-unit residential properties switching from oil, propane or electric heating to heat pumps. The rebates range from \$2,500 to \$4,500 per ton of cooling capacity, depending on the type of heat pump equipment installed. Customers are eligible for up to \$50,000 in heat pump rebates in a 3-year period. Mass Save offers the same rebate amounts to gas-heating businesses that switch to heat pumps, absent the rebate cap. In 2023, two small businesses took advantage of CMLP's rebates to offset the cost of replacing older heat pumps with higher efficiency models.

Electric Lawn Mower Rebates

Thanks to funding from a generous Concord

resident, CMLP continues to offer rebates to residents who replace gas-powered lawn mowers with electric ones. Twenty-six residents each received a \$100 electric lawn mower rebate in 2023, the first full year of the program. The average monthly number of electric mowers rebates distributed in 2023 was about the same as in 2022, when the program was launched mid-year.

Home Energy Assessments

163 customers received home energy assessments from CMLP in 2023, a slight increase over 2022.

Residential Energy Efficiency Rebates

CMLP makes larger weatherization rebates available to lower income households. While standard income households are eligible for up to \$1,000 per calendar year, lower income households are eligible for \$1,500 to \$2,000 per year, depending on household size and income. Forty-three weatherization rebates were distributed to customers in 2023, a 39% increase over the number distributed in 2022. Seven households earning less than 120% of the Boston Metropolitan area median income received the larger rebates.

CMLP also continued to make a Participating Weatherization Contractor List available to our customers. It consists of seven contractors who are active in the Mass Save program but are willing to do projects for non-gas heating households in Concord, at standard Mass Save pricing. These contractors have appropriate insurance, licenses and building science expertise.

Commercial Energy Efficiency Rebates

In 2023, six business customers received a total of \$20,000 in rebates through CMLP's High Efficiency Lighting Program.

Solar Photovoltaic (PV) Rebates

Twenty-five customers received CMLP's solar rebate in 2023. There are now a total of 481 PV systems on residential and commercial rooftops in Concord with a combined capacity of 4.9 MW DC.

Customer and Community Service

CMLP celebrated our 125th Anniversary in 2023. CMLP celebrated 125 years of service and innovation during 2023. In late March 2023, the Town of Concord Select Board presented CMLP with a proclamation acknowledging its continuous operation and outstanding public service for 125 years. On April 4, State Representative Simon Cataldo presented Dave Wood, CMLP Director, with a proclamation from the Massachusetts House of Representatives recognizing Concord Municipal Light Plant for its 125 years of service.

In addition to these and other employee events to celebrate the anniversary, CMLP held an open house



Michael Hyland, Executive Director, Northeast Public Power Association, also presented a proclamation to Dave Wood.

for Concord customers and their families on Saturday, October 14th. Approximately 130 Concord residents joined us for fun activities and events including bucket truck rides, hands on excavator experience, Broadband demos, electric circuit building, bicycle generator, and more.

Annual holiday tree lighting

CMLP line crew decorated trees with energy-efficient LED lighting for the holidays in the West Concord business district and at Monument Square.



CMLP held an open house for Concord customers and their families on Saturday, October 14th.

Residential Rate Assistance

CMLP offers a Residential Rate Assistance program to Concord residents in financial need. On this rate, customers can receive a credit of \$0.13809 per kilowatt hour on their first tier of usage. Eligible customers can lower their bills by as much as 50% if they qualify for this rate. Customers must complete an application and be re-certified annually to remain in this program. As of December 2023, there were 177 customers enrolled in the program – 148 Electric and 29 Water customers.

Concord Municipal Utilities Customer Service

The Concord Municipal Utilities Customer Service team is centrally housed at the CMLP Operations Center and provides service and support to residential and commercial services for electric, water, sewer, and broadband. Customers can contact Customer Service at 978-318-3101 or concordutilities@concordma.gov.

Enterprise Software

CMLP partnered with NISC (National Information Solutions Cooperative) to implement their enterprise software in May 2019 and completing the implementation in 2021. The enterprise solution included new financial and accounting, customer information and billing, work management, and outage management systems.

CMLP also implemented SmartHub®, the customer self-service portal, for customers to manage their

utility accounts. Customers can register for a SmartHub account or download the free web application for their smartphone or tablet to access information, receive updates, pay bills and more.

Customers can report an outage, line down or any other power-related emergency using SmartHub. Customers can opt for paperless billing and our payment options including making a payment via SmartHub, credit card, Internet banking, or with our automated phone system as well as choose to receive one bill for all their utilities or to have multiple accounts mailed together in one envelope.

The SmartHub portal will be upgraded in January 2024. The new web application will have a simplified, enhanced menu structure to make navigation on the site easier, while the application provides fast access to customers' usage and payment details to improve ease of use.

Advanced Metering System Project (AMS)

Concord Municipal Light Department (CMLP) and Concord Public Works (CPW) are replacing their existing obsolescing meter systems with a system that will allow two-way communication with customers for improved reliability, efficiency, billing, and customer service. The new metering system will also support Town-wide conservation goals.

More specifically, CMLP and CPW anticipate the Advanced Metering System will:

1. Reduce the frequency and duration of outages by allowing CMLP to isolate outages faster, dispatch repair crews more precisely, and detect equipment in need of repair or replacement.
2. Improve operational efficiency by 1) reducing meter reading costs from a mixed system spanning software and support; 2) ensuring accurate meter readings especially for water meters by replacing older, end-of-life meters in the field; 3) reducing labor and vehicle costs for meter reconnects, meter checks, move in and out for final billing; 4) improving detection of tampering and theft to capture unbilled revenue; 5) reducing the need for estimated bills due to inaccessible meters; 6) avoiding expensive power purchases during peak pricing periods by

expanding energy management and rate programs to all customers; 7) reducing the cost of vegetation management by targeting areas with voltage issues using voltage alerts; and 8) improving safety for employees at risk with on-site premise visits.

3. Reduce greenhouse gas emissions by 1) decreasing distribution losses (energy waste) through the rightsizing of transformers and voltage management; 2) promoting solar by enabling net metering; 3) promoting electric vehicles with the option to charge at off-peak rates; 4) reducing the use of non-electric company vehicles with fewer visits to customers; and 5) enhancing the value of customer-sited battery storage from Time-of-Use rates.
4. Improve customer service by 1) providing a self-service portal to customers containing detailed electric and water usage data for better insight to manage bills, 2) offering Customer Alert Services such as a high bill alert, high usage alert, water leak alerts or usage exceeding a customer set threshold; 3) enabling customers to schedule start and stop service at customer-directed dates and times since a service visit from a technician will not be needed; 4) delivering better outage services by getting targeted notifications from all meters and providing up-to-date outage information on a web portal or mobile application
5. Enable Direct Load Control, automated load control, and customer-driven load control of heating systems, hot water heaters and electric vehicles to lower customer bills and reduce greenhouse gas emissions.
6. Enable time-of-use rates that will: lower customer bills through the improved utilization of infrastructure; promote fairness in revenue recovery; enhance the economics of battery installations; and encourage the charging of electric vehicles during low-cost time periods.

Communication equipment and software began to arrive in March 2023 with the first set of residential meters arriving in late May 2023. Due to delays with the supply chain and project resource issues with the vendor, CMLP was not able to begin integration testing until September 2023. Testing of residential meters, meter data files, bill print programming,

and load management devices was underway and completed late October. From the initial test meters installed, technicians reviewed lessons learned in late November, then began installing new meters and load control switches.

For more information about the Advanced Metering System project, the RFP evaluation process, expected benefits of the new system, and project status, go to: <https://concordma.gov/ams>.

Operations

In 2023, we took delivery of our first hybrid bucket truck. This truck uses a large storage battery, instead of the internal combustion engine, to operate the truck's hydraulics. This helps to lessen the overall emissions impact of the bucket truck. We also introduced another all-electric vehicle to the fleet. We added two new DC fast car chargers to our system, bringing the total number of charging ports to sixteen – fourteen Level 2 and two Level 3 electric vehicle charging ports. Operations is a 24/7 commitment for the staff at the Light Plant. Our personnel regularly respond to emergencies and outages, day or night, without hesitation or complaint. The past year threw some unique challenges at us, but we tackled them as best we know how. CMLP Operations' focus was, and continues to be, providing safe and reliable electric power and broadband service to our customers. Below is a list of some of our other highlighted items.

Underground Direct Buried Upgrades

To enhance the reliability and resiliency of our distribution system, CMLP routinely reviews any potential direct-buried areas and determines if replacement is required. Several factors, such as location, complexity, age, breadth, physical condition, and cost, are considered when determining where to focus our efforts. CMLP continues to collect data and has started preliminary planning for the conversion of Wright Farm Road. Of note, the associated direct-buried services are privately owned and are the responsibility of the owner to maintain and replace at their expense.

Underground Conversion Projects

As part of the Cambridge Turnpike Improvement Project (CPW Project), CMLP has committed to converting Cambridge Turnpike’s electrical distribution from overhead to underground. Currently approximately half of the house services have been converted. This conversion, along with the entire Cambridge Turnpike Project, greatly improves electric reliability, expansion of broadband services and visual impact in the area. CMLP plans to continue work on Cambridge Turnpike this year, converting the remaining overhead section from overhead to underground.

Overhead Reconductoring

CMLP engineers routinely assess overhead conductors to ascertain overall conditions. Due to the age and condition of the existing primary conductors along Strawberry Hill Road Area, CMLP plans to start the strategic replacement. This project will give CMLP engineering the opportunity to update this section to current industry standards. These improvements will increase the resiliency and



Level 3 Electric Vehicle Charger

reliability of the overhead distribution system, resulting in fewer outages for customers. It is important to note that this work will require the coordination of several utilities such as Verizon and Comcast, as well as the coordinated effort of tree trimmers, public works and police details.

Level 3 Electric Vehicle Charger

As part of the Mass Electric Vehicle Incentive Program for Direct Current Fast Chargers, CMLP

purchased, installed, and commissioned two Level 3 Chargers in 2023. These chargers were installed at the Rideout Playground Municipal Parking Lot for the purpose of reducing NOx and greenhouse gas emissions in Massachusetts. The new charging stations were partly funded by the Volkswagen Diesel Emissions Environmental Mitigation Trust for State Beneficiaries, and the Climate Protection and Mitigation Expendable Trust. The grant process was created to assist in recouping some of the costs associated with procurement and installation. Each charging station has the output capacity of 100 kW and has the ability to charge both CHAdeMO and CCS connector protocols.

CMLP Pole Inspection, Maintenance and Replacements

In direct response to the comprehensive pole inspection that CMLP conducted in 2022, CMLP engineers were able to identify end-of-life and near end-of-life utility poles. Identified poles were prioritized based on the overall condition and criticality to the distribution system. This information was then shared with CMLP line crews, who carried out the repairs or replacement of poles and upgrade electrical facilities as required. This work began in 2023 and will continue into 2024, as poles with lessened degrees of problems are addressed. Of note, this work typically requires coordination with multiple entities. All this work continues to add resiliency to our distribution system.

Verizon Pole Inspection, Maintenance and Replacements

Verizon is responsible for maintaining approximately half of the utility poles in Concord. In 2022, they conducted a utility pole inspection survey. Many of the poles that were scheduled for replacement have been replaced. Verizon pole replacements require the utilization of CMLP line, and occasionally broadband, crews to accomplish. CMLP, at the request and scheduling of Verizon, transfers the electric primary wires, electric secondary wires, and broadband fiber on each pole. This work will continue for the foreseeable future, in coordination with Verizon.

Substation Equipment Maintenance: During 2023, basic routine maintenance was

performed as part of normal operations at both of our substations. In 2023, CMLP performed a more comprehensive maintenance at Substation 223. This maintenance evolution encompassed circuit breaker maintenance, relay testing and repairs of any deficiencies discovered. This type of deep maintenance is very important and required for a safe and reliable distribution system. CMLP will also be performing comprehensive maintenance at Substation 219 in 2024. At that time, we will address any deficiencies found.

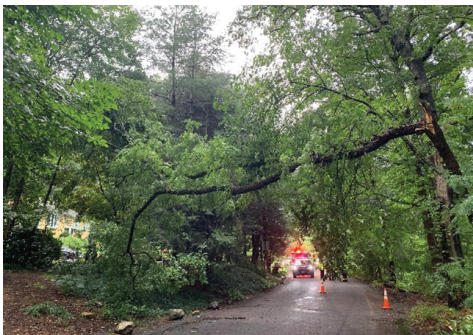
Infrared Inspection

The use of infrared technology for electrical inspections is common practice amongst electrical utilities to identify potential issues before they become large problems. Identifying issues preemptively increases reliability, resiliency and

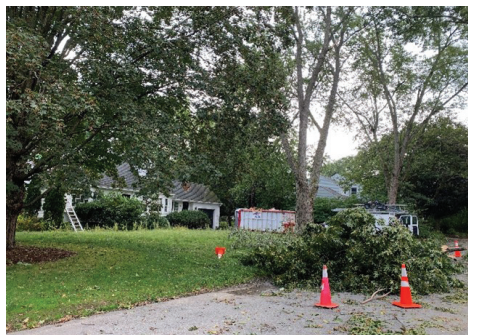
safety, while also reducing repair costs and outage times. CMLP conducted a comprehensive infrared inspection of the overhead distribution system and some select underground areas identified by engineering staff in 2023. The report data will be analyzed and prioritized to address any areas of concern.

Tree Trimming

Utilizing our updated specification, we began large-scale tree trimming in 2023. The first phase of which covered approximately one quarter of CMLP's overhead distribution system. Vegetation management is an integral part of any electric system and has become even more important with the increase in dependency on electricity. In 2024 we intend to continue with our tree trimming maintenance, and vegetation management. Of note, line crews will perform tree trimming and removal



CMLP responded to numerous emergencies in 2023. These emergencies included severe storms, motor vehicle crashes, wildlife-caused outages, as well as several other unforeseen events.



of branches and trees as necessary throughout the year. This is done to keep our system safe and reliable, and to reduce outage times and repair costs.

SCADA: In working with SEL (Schweitzer Engineering Laboratories), a proposal for a SCADA (supervisory control and data acquisition system) has been completed. This proposal includes project management, design and drafting services, equipment, metering, and data collection. CMLP will be working along with SEL and UPG (United Power Group) on the installation and commissioning of the SCADA equipment. Installation is anticipated to begin in 2025 due to the extensive relay lead times required for this project. This system will replace CMLP's antiquated substations meters which are no longer supported by their manufacturers. The installation of this system will provide several benefits including critical circuit data and the afford engineers the ability to analyze that data.

Emergency Response: CMLP responded to numerous emergencies in 2023. These emergencies included severe storms, motor vehicle crashes, wildlife-caused outages, as well as several other unforeseen events. This year proved to be more challenging than usual due to more destructive weather events and staffing shortages. Below are some photographs of planned and unplanned events.

Training: Due to the dangerous nature of operations at any electric utility, continuous safety training and employee evaluation is required. In any given year, CMLP conducts monthly safety training with operations staff. The training is varied to provide statutory compliance and information on the latest industry standards. Our training can cover topics from first aid to green energy, and everything in between. We also supplement this training with other opportunities for professional development. In 2023, we decided to incorporate more leadership training for our supervisory personnel. This has worked very well, especially given the current challenges that our leadership team faces. We plan to continue with this type of training and add other valuable classes as they become available.

Telecommunications

2023 was the ninth full year of operation for the CMLP's Broadband service. Operating today as Concord Broadband, the demand for service has remained steady, and community support and feedback has been excellent.

CMLP launched the Broadband service in March 2014 after the 2013 Annual Town Meeting passed Article 48, which authorized borrowing to fund startup expenses. The 2017 Annual Town Meeting renewed support for the service by passing Article 24, which authorized CMLP to borrow an additional \$1 million to fund additional expansion of telecommunications service offerings. The principal and interest expense from this borrowing will be repaid exclusively from future telecommunication revenue.

Service continues to be in demand with subscription growth to 1,723 residential and business accounts between January and December 2022, a net increase of 88 subscribers for the year. Revenues in 2023 exceeded \$1.5 million, with an 8.1% increase over 2022. Since the end of 2016, Concord Broadband has been generating sufficient operating income to cover the expected operating expenses.

Concord Broadband has continued to offer no-nonsense pricing with no hidden fees or unexpected price hikes. Our pricing has remained steady in 2023 with no price increases since 2014. In January of this year, we added 3 additional high-speed tiers with over 40 customers choosing those speeds. Residential service starts at \$49.95 per month for 45 Mbps while offering a true symmetrical service. Our business offerings provide speeds from 70 Mbps to 1 Gbps. Information about the offerings is on the Town's web site at www.concordma.gov/broadband. Concord Broadband has a staffed helpdesk that answers calls and provide technical assistance 24 hours a day, seven days a week.

Concord Broadband is committed to Net-Neutrality and the privacy of our customers. We do not monitor, collect or maintain any of our customer's information for marketing or resale purposes.

In 2023, we continued to provide additional dark fiber leases to third parties for point-to-point services. These lease agreements provide access to CMLP fiber telecommunication providers or businesses who wish to gain access to premises in Concord. CMLP earns revenue from the fiber leases and customers benefit from faster, less-expensive installations and access to advanced telecommunication services.

Concord Broadband looks forward to additional improvements as we continue to provide a straightforward service to the community.