



Phone Scam Continues

Please beware of scam artists who fraudulently represent themselves as TMLP employees making a demand that a residential customer go to a retail store to place money directly on a RELOAD card (or NETSPEND) to pay an overdue amount to avoid having their service terminated.

TMLP business customers are not immune from these scammers either. Small business customers have gotten the same calls with the same demands. People purported to be TMLP representatives have actually visited some of these customers to pick up their payment!

This is never TMLP protocol. TMLP would never require anyone to visit unauthorized entities to make a payment. We have set policies and procedures to address any customer issues that may arise. Any third party that collects money for TMLP would be sanctioned by TMLP.

If any of our customers are called and are not sure of the validity of the source or the authorized payment sites, we encourage them to hang up and call the TMLP office directly at 508-824-6976 and speak with a Customer Care Representative to check on the status of their account.

TMLP customers contacted by these scammers should call their local police department.

TMLP's approved methods of payment are:

- o In person, night drop off slot or via U.S. mail to 33 Weir Street with cash, check, credit card or money order.
- o Automatic check withdrawal submitted to TMLP with a voided check.
- o Automatic credit card payment set-up directly with TMLP.
- o Return envelope included in bill with check or credit card.
- o Trucchi's on Tremont and County Street in person or in drop box with cash or check.
- o Online Bill Pay set-up through TMLP which accepts credit card or bank account routing information.

Customer Testimonials

At TMLP, we are always striving to achieve the utmost in customer service and satisfaction. Be it restoration of service or our helpful, courteous customer care, our goal is always to provide the best service in a timely fashion. And it's always nice to hear when we have done just that! Take a look at a couple of customer communications received at our offices. We appreciate your feedback!

"I just wanted to say thank you for all your work with this morning's power outage. Power was back quick. Customer service was great, friendly and polite when I called. Awesome job as usual. Best power company. Thank you."
-Regards,
Paul M.

"A note of thanks for the rapid response to the power outage we experienced Sunday at approximately 5pm. I could not be more pleased with how quickly TMLP responded and repaired the problem. Great job and thanks to the worker who braved a downpour to get our power restored."
-Thank you,
Mary M.

Customer Q&A - SRECs

Q. I am a residential customer of the TMLP who has just had a solar panel system installed on my roof. Can you tell me what a SREC is and how it works?

A. A SREC is a **Solar Renewable Energy Credit**. One SREC is created for every megawatt hour of electricity produced by a solar generator. The SREC is sold separately from the electricity they produce and represents the "solar" aspect of the electricity that was produced. This means that your solar array on the roof can use the electricity on-site and then sell the SREC's off to another buyer. The buyers are utilities. By legislation called Renewable Portfolio Standard, they must maintain a certain percentage of their power portfolio in clean energy solar. To do this, other than generate solar energy themselves or pay an Alternative Compliance Fee (penalty for not having enough solar in their power mix), they buy SRECs. Your solar company / installer should be well versed in walking you through the detailed process of selling your generated SRECs on the market.

Email bills@tmlp.com with comments or questions regarding this newsletter.



Help Us Keep the Lights On!

It's no secret that a well-lighted area is a safe area. If you happen to notice a streetlight on your street that is out or malfunctioning, please give us a call at 508-824-6976. We'll do our best to install a new light as soon as possible to keep the area safe and secure. Poles have numbers on them, so that information would be very helpful when you call us. Or at the very least, the street name and a nearby house number which we can use to reference the location. Your safety is our priority!

What Are These Charges On My Bill?

10 years ago, when utility deregulation was being implemented by the Massachusetts state government, we decided to "break down" our TMLP invoices to give our customers a chance to see how each of the components of their bill contributed to the total cost. Upon request, customers could have their bill itemized with the various charges that make up their bill. Fast forward to 2015 - the bills are still itemized and some customers have asked for an explanation of each of the charges. Let us shed some light on the subject...

- o **Service Charge** – Costs incurred by TMLP for maintaining the service connection to the TMLP. These costs include meter installation, maintenance and reading; billing, keeping customer records etc.
- o **Distribution Charge** – Costs associated with building, operating and maintaining TMLP's distribution system
- o **Transmission Charge** – Costs to deliver electricity from a power generator to local distribution over high voltage lines
- o **Generation Charge** – costs associated with converting fuel into electricity and purchasing power on the wholesale market. (includes all sources of TMLP's power supply portfolio)
- o **Transition Charge** – Also known as stranded costs. These are the costs of past utility investments including power plants and power contracts. These charges were included in the rates before deregulation and, because they couldn't be recovered in a competitive market, are expensed and included in the transition charge.
- o **Power Cost adjustment (PCA)** – Actual costs to generate and purchase power

**Sign up for a Free Home Energy Audit!
Call 1-888-772-4242**



www.tmlp.com

55 Weir Street, P.O. Box 870
Taunton, MA 02780

Customer service for electric customers
(508) 824-6976

Outage-related call
(508) 824-3111

Administrative offices
(508) 824-5844

Dig Safe issue
(888) 344-7233

Office hours
Monday through Friday
7:30 a.m. until 4:30 p.m.

Payment locations
33 Weir Street
Our office is open
Monday through Friday

Drop boxes
33 and 55 Weir Street
(to the left of the front door)

Trucchi's Supermarket
53 Tremont Street
534 County Street

TMLP Online help desk
Monday through Friday
8:00 a.m.-8:00 p.m.
Saturday 9:00 a.m.-6:00 p.m.
Sunday closed

Commissioners
Mark Blackwell Sr., Chairman
Peter Corr, Secretary
Joseph Martin

General Manager
Kenneth Goulart