



## Better Billpay

### New Online Payment System Coming Soon

TMLP is constantly looking to enhance the customer service experience for our valued customers. To that end, beginning this summer, we plan to roll out a new and improved TMLP Online bill payment system with improved functionality and enhanced overall user experience. It is our expectation that the ease of use and intuitive nature of the new system will also attract new online bill pay customers!

In order to bring you this improved system, TMLP has partnered with Paymentus, a recognized leader in online bill payment solutions with the highest level of industry-standard security compliance.

New and exciting features offered will include:

- Faster, more reliable, and intuitive functionality
- Make one-time payments on any TMLP account without the need to sign up for an account on the payment website
- Electronic check payments will be immediately withdrawn from your bank account
- Customers will be able to view up to 13 months of prior bills beginning with the bills from the month we launch the system
- Customers with multiple TMLP accounts will be able to access all of them under a single login and will be able to sign up for paperless billing only on the accounts that they wish

Since TMLP values our customers' security to the utmost, existing online billpay customers will need to re-create logins on the new system in order to continue to receive paperless bills and to take full advantage of the other options the system offers. Logins will be by your email address and a password with the following requirements:

- Minimum of 8 characters
- Must contain at least 1 number and 1 letter
- No "special" characters – alphanumeric only

In the upcoming weeks as we come closer to launching, a link to the new bill payment site will be made available on our websites. We hope you find this makes it easier to pay your bill and we appreciate your business!

If you have any questions, please call Customer Care at 508-824-6976, Monday – Friday 7:30 AM to 4:30 PM.

### Choose Your Payment Option

At TMLP, we are pleased to serve your energy needs. For your convenience, we have several payment options to fit your budget and lifestyle. For those customers who enjoy not having to write a check every month, we have a Direct Payment Option whereby, with your pre-approval, payment is automatically deducted from your checking account. For the customer who wants more flexibility (and an opportunity to earn points or privileges from their credit card company), we can also set up automatic payments from Visa and MasterCard.

Lastly, we know that making ends meet isn't always easy. That's why TMLP offers its valued customers the option of setting up an annual equalized payment plan from August to July.

In July, the billing amount is determined by looking at the "usage history," including any unforeseen adjustments, during the past 12 months. The payment plan is set up based on that estimate.

Each account is reviewed in February to see if the budget payment is reflective of the actual electrical usage. If it is not, the bill is adjusted – either increased or decreased - accordingly. Regardless of the change, if there is one, you can rest easy by knowing TMLP's Customer Care associates will contact you before any changes are made. During the 12th month, any variances, high or low, are settled. Customers must have a "0" balance to participate in this payment plan.

If you'd like to get signed up for automatic payments or the budget payment plan or to just learn more about either, please give our Customer Care Department a call at 508-824-6976, Monday – Friday, 7:30 a.m. – 4:30 p.m.

### Energy Saving Tip

Home electronic products use energy even when they're powered off to keep features like clock displays and remote controls powered. Those that have earned the Energy Star distinction use as much as 60 percent less energy to perform these functions while providing the same performance as less efficient models. Less energy use means you pay less on your electric bill!

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Email [bills@tmlp.com](mailto:bills@tmlp.com) with comments or questions regarding this newsletter.



## Summer Electrical Safety

Electrical safety awareness can help keep summer outdoor activities from becoming a disaster. To avoid electrical hazards during warm weather, make sure you understand safety procedures during lightning storms, tornados, hurricanes, and when around water. Top electrical hazards during the summer are often related to storms. Lightning strikes, power outages, and electrical hazards in the aftermath of storms are often the causes of deaths and injuries during the summer months.

### **Did you know...**

- As many as 100 people are killed each year by lightning, usually more than hurricanes and tornados combined.
- Approximately 500 people are injured by lightning every year. Many lightning injuries carry long-term, debilitating symptoms.
- Lightning annually causes more than 26,000 fires and results in property damage in amounts over \$5 billion. The majority of losses are in the commercial and industrial sectors according to information from the Lightning Protection Institute.

Hot weather brings increased use of air conditioners. Contact with electric current from air conditioners accounts for a significant number of electrocutions and electrical injuries annually. Remembering to “test before you touch” can avoid deaths, injuries, and economic losses due to electrical hazards.

### **Did you know....**

- Large appliances, such as air conditioners, are responsible for almost 20 percent of consumer product-related electrocutions each year.

*This information was provided by the Electrical Safety Foundation International*

## Public Service Announcement

### **The City of Taunton, the Taunton Police Department, and the Taunton Opiate and Substance Use Task Force Encourage Proper Disposal of Unused Medications**

The Taunton Opiate and Substance Use Task Force (TOTF) was initiated by Mayor Thomas C. Hoye, Jr. in April 2014. The TOTF is a group of individuals interested in working together to communicate issues, collaborate on solutions, and combat opiate addiction in the City of Taunton. The TOTF works to develop short- and long-term goals and strategies in the areas of prevention, intervention, treatment, and recovery to better manage the opiate and substance abuse epidemic.

One strategy of the TOTF is to assure that residents properly dispose of unused medications. Why should citizens turn in their unused prescription drugs? Children and animals could be poisoned if they find and swallow drugs. Drugs can be stolen and illegally sold. Unused pharmaceuticals are environmental toxins and flushing them down the toilet or sink can release them into our drinking water or soil.

To address the need for proper disposal, the Taunton Police Department has a Prescription Drug Drop Box located in the lobby of the police station for you to dispose of your unused medications. The Taunton Police Department is located at 23 Summer Street, Taunton, MA and is open 24 hours a day, 7 days a week. Unused prescription medication and over-the-counter medications can be disposed of simply and safely in the drop box.

The TOTF asks that all residents strongly consider disposing of unused medications in the drop box. This will help to assure your safety, the safety of your family and pets, and the safety of the community at large.

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



[www.tmlp.com](http://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.

### **Commissioners**

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

### **General Manager**

Kenneth Goulart