

LIGHT READING TMLP Spring 2018



Call Before You Dig

Dig Safe This Spring!

TMLP customers who are planning to do any digging this spring should call Dig Safe® at 8-1-1 before they do any work. This communications network assists excavators, contractors and property owners by notifying participating utilities before any digging begins.



Callers provide information about the contractor, the work to be done, the location and the scope of the project. Dig Safe® assigns a permit number as a confirmation. The caller or their contractor must also pre-mark the area with flags, white paint or stakes to identify the boundaries of the project. The utilities then visit the site and identify and mark the location of their underground facilities.

Member utilities use paint, stakes or flags to identify the location of their underground lines. Color codes are used to identify the type of utility:

- Red – electric*
- Yellow – gas, oil, steam*
- Orange – communications*
- Blue – potable water*
- Purple – reclaimed water*
- Green – sewer/drainage*
- Pink – survey marks*
- White – proposed excavation*

Dig Safe® is funded entirely by member utilities to promote public safety, protect utility services, and safeguard against property and environmental damages. Massachusetts state law requires advance notice of 48 or 72 hours.

State laws require that anyone who digs must notify utility companies before starting any work, and that digging within 18" of a marked underground facility must be done by hand.

For additional information call Dig Safe® at 8-1-1 or visit their website www.digsafe.com

Why Is My TMLP Bill Higher Than Usual?

A common question among some TMLP customers especially during the winter months and early spring is "why is my electric bill higher than usual?"

There may be several reasons for this. Electric use will be higher in the winter when days are shorter, and we spend more time indoors. Students are home for their holiday/winter and spring vacations. The days and nights are colder causing the furnace to come on more frequently and an increased use of space heaters. During the early winter months, holiday lights and displays add to electric use as do holiday meals and entertaining.

TMLP customers are fortunate that even though their consumption may be higher during the winter months their cost per kilowatt hour is lower than those costs charged to many customers who receive their electricity from independently owned utility (IOUs). In fact, when we restructured our rates in 2016 as IOUs raised their rates by high amounts TMLP rates reflected an overall reduction of 2% on the average residential customer costs. We are proud that we have not changed them since.

While increased electric use may be inevitable during these months, customers can take steps to minimize the impact on their bills.

1. Unplug items when you're finished using them, such as laptops, printers, scanners, entertainment systems, phone chargers, coffee makers and phone and electronic device chargers.
2. Connect electronic devices to power strips and turn off the power strips when you're not using them. Many electronic devices consume electricity even when they're not in use.
3. Replace your appliances with Energy Star® qualified ones. TMLP has an appliance rebate program that may offset some of the cost of refrigerators, clothes washers, dishwashers and room air conditioners.
4. Turn the thermostat down when you're not home and at night to minimize the frequency of the furnace cycling on and off.
5. Schedule an energy audit to see where you should make improvements to tighten up your home to avoid drafts during the cold weather months, or where you can cut down on your electric use by installing LED lights, etc. The spring is a great time to do any improvements. Call the Energy Hotline at **1-888-772-4242** to talk with an energy expert and if warranted, a certified home energy professional will perform a comprehensive energy audit of your home's energy use. You'll receive a summary report of all energy usage as well as recommendations to conserve energy and up to \$30 of free energy savings materials installed by the auditor.

Solar customers may also notice that their electric bills are also affected during the winter months. We remind solar customers that not only are the daylight hours shorter, snow storms and rainy days, especially during the spring months, will also produce less solar energy.

Customers are always welcome to call TMLP Customer Service at **508-824-6976** with any questions.



Taunton Public Schools Kindergarten Registration

Will your child be five years old on or before August 31, 2018?
¿Cumplirá su hijo(a) 5 años en o antes del 31 de agosto de 2018?

- | | |
|---|--|
| o Bennett Elementary
May 1, 2018 6:00 p.m. - 7:00 p.m. | o Hopewell Elementary
May 01, 2018 5:00 p.m. - 6:00 p.m. |
| o Chamberlain Elementary
May 8, 2018 5:00 p.m. - 6:00 p.m. | o Elizabeth Pole Elementary
May 3, 2018 5:30 p.m. - 6:30 p.m. |
| o Mulcahey Elementary
April 11, 2018 6:00 p.m. - 7:00 p.m. | o East Taunton Elementary
May 7, 2018 6:00 p.m. - 7:00 p.m. |
| o Galligan Elementary
April 25, 2018 4:00 p.m. - 5:00 p.m. | |

Please call **508-844-5852** for information about your neighborhood school and the paperwork you will need to register.

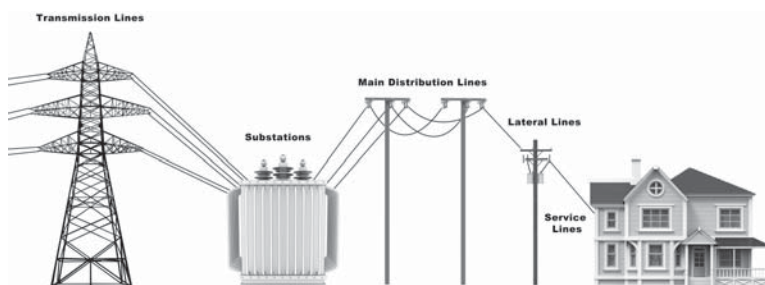
Email sonjabritland@tmlp.com with comments or questions regarding this newsletter.



What Happens When There Is A Power Outage?

As hard as we try, certain circumstances such as a severe storm can cause a power outage. While we strive to get everyone up and running in as little time as possible, there are steps we take to address outages. TMLP restoration efforts focus on returning power to customers as safely, quickly and efficiently as soon as conditions allow. Regardless of the cause of the outage or how many customers the outage affects, each situation is unique, and we strive to be as safe and efficient as possible. We begin by assessing the damage and taking steps to restore power. TMLP restoration efforts typically follow this sequence:

- 1) Locate downed power lines and/or emergency situations and make sure that electricity is no longer flowing through the wires. We rely on our customers to report any downed wires they see. (Remember to always assume that a downed power line or any object touching the downed lines is energized.)
- 2) Transmission lines that link us to generators that provide power to all our customers.
- 3) Substation equipment that affects widespread areas.
- 4) The primary, or main distribution lines serving large numbers of customers.
- 5) Lateral lines that serve neighborhoods.
- 6) Service lines to individual homes and businesses.



Widespread damage could mean days without power. We will make every effort to keep customers informed about the progress of the restoration. Make plans for alternate shelter if necessary.

Tree limbs or trees that fall on the service line and disconnect it from the pole to the weatherhead (the entry point where overhead power lines enter a building) may also cause damage to the weatherhead and the entrance cable, which runs from the weatherhead to the meter. Please remember that the property owner owns the electric service cable from the point where it attaches to the house at the weatherhead to the meter and from the meter into the home or business. Damage to any part of this structure including the meter socket must be repaired by your electrician before we can reconnect or re-energize our cable at the pole.

If the electric service line has pulled your weatherhead and entrance cable from the house be aware that it may still be energized but will need to be repaired. Call TMLP and we will de-energize the service line at the pole so that your electrician can make repairs. The wiring inspector must inspect the work before we re-energize.

The owner is also responsible to repair and isolate any damage to the electrical wiring and breaker/fuse panels inside the building before we re-energize the service line.

If you see that your neighbor's power was restored before yours, it may mean that different parts of your neighborhood may be served by different circuits and that all circuits haven't been restored at the same time. Your neighbor's electricity may also come directly from a primary line which is restored first, while your service may be served off a lateral line. There may also be a problem with your individual service line or your meter.

Remember:

Customers should always first check to see if their neighbors are without power. If the outage only affects their house it may be caused by a fuse or a tripped circuit breaker in the home. If the neighborhood is out, call us at 508-824-3111. Don't assume that someone else has called; we'd rather have multiple calls rather than no calls at all! And remember that you should only call 911 in an emergency.

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.

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

General Manager
Kenneth Goulart