



Serving a Public Power Community

March 13, 2020

Dear TMLP Customers,

Our hearts and thoughts are going out to those affected by the spread of the COVID-19 virus across the world and our state. The safety and health of our customers and employees is paramount to our mission. With a potential spread to our community we feel it's important to connect with you directly on the actions we are employing and steps you can also take to keep everyone safe.

As part of our standard operations, our offices are cleaned daily. More recently, we have increased our frequency of cleaning and are providing additional hand sanitizer in customer facing areas. We have distributed the best practice guidelines as recommended by the local health organizations, CDC and WHO to our employees.

We are in communication with the local health officials and emergency management agency to continuously monitor our community and to stay updated on COVID-19 information. Until further notice, we will be limiting employee service that requires entering into the customer premise and also estimating meter readings for meters located inside the customers' premise. We are doing everything to ensure a healthy environment for our employees and customers. However, there are things you can do as well.

- Wash your hands often with warm soapy water for at least 20 seconds and thoroughly dry.
- Cover your coughs and sneezes and immediately throw out the tissue.
- Stay home if you are sick.
- Pay your TMLP bill or start and stop service online at www.tmlp.com.
- Pay your TMLP bill or start and stop service over the phone at 508.824.6976.

Additional resources and a printable fact sheet about the COVID-19 can be found at the below websites:

<https://www.cdc.gov/coronavirus/2019-ncov/index.html>

<https://www.mass.gov/doc/english-2019-novel-coronavirus-2019-ncov-0/download>

We will continue to stay informed of the updates issued by our local and state health agencies, CDC and WHO to help keep our customers and employees safe. Please know our commitment to the wellness of our community is an ongoing effort.

Thank you for being a loyal TMLP customer,

A handwritten signature in blue ink that reads 'Kenneth Goulart'. The signature is fluid and cursive, with a long horizontal stroke extending from the end.

Kenneth Goulart
General Manager
Taunton Municipal Lighting Plant

Taunton Municipal Lighting Plant

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