



Serving a Public Power Community

***Taunton Municipal Lighting Plant
Post Office Box 870
Taunton, Massachusetts 02780-0870***

FOR IMMEDIATE RELEASE

For more information:

Sonja Britland: 508-824-3177; sonjabritland@tmlp.com

(Taunton, MA) – As of March 16, 2020 at 4:30 pm, due to the pandemic and per guidance from the federal, state and local government, effective immediately and **until further notice all**

TMLP offices are closed to the public.

If a visit to TMLP is required, please make an appointment by calling 508.824.5844, prior to coming to our offices. We encourage people to conduct their business via e-mail, phones or website.

To help protect the health and safety of our customers and employees in our community and to mitigate potential disruption to our business operations during the COVID-19 pandemic, we are taking a number of precautions:

- TMLP has activated the emergency operations plan and are vigilantly communicating with our local health officials and emergency management agency and monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) for updates related to the virus.
- All non-essential business travel has been suspended.

TMLP serves over 38,000 customers in Taunton, Raynham, Berkley, North Dighton and sections of Lakeville and Bridgewater.

General Manager, Kenneth Goulart; Commissioners; Mark Blackwell Sr., Peter Corr and Joseph Martin



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- All employee service that requires entering into the customer premise has been suspended.
- All meter readings that require entering into the customer premise will be estimated for meters located inside the customers' premise.
- TMLP has suspended all home and commercial energy audits until further notice.
- TMLP is taking advanced hygienic cleaning measures at our facilities and are issuing regular communications to our employees and contractors with personal and workplace best practices.
- When necessary, we have instructed our employees who have direct customer contact to take social distancing precautionary measures, such as avoiding handshakes. We are committed to continue addressing customer service needs.

Please note that the situation is continuously changing and we may need to adjust our operations accordingly. We will continue to communicate as change occurs.

TMLP does not expect any disruption in electric service related to this public health crisis.

Bill payment options

We want our customers to know you can make a payment and start/stop service by:

- Pay your TMLP bill or start and stop service online at www.tmlp.com.
- Pay by phone or start and stop service - Pay with your credit card (VISA, MasterCard) over the phone 508.824.6976 or;

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- Trucchi's Supermarkets at the 2 locations below:

Trucchi's Supermarket
543 County Street
Taunton, MA 02780

Trucchi's Supermarket
53 Tremont Street
Taunton, MA 02780

- Pay By mail - Pay with a check or money order made out to the Taunton Municipal Lighting Plant.

Mail your payment to:
Taunton Municipal Lighting Plant
P.O. BOX 870
Taunton, MA 02780.

- Drop envelope payment into the drop box to the left of the outside doors of 33 Weir Street.

Our customer service staff is available by phone during weekday business hours at: Electric accounts please call 508.824.6976, Internet accounts please call 508.880.8657.

Please continue to report outages on the 24/7 outage line at 508.824.3111. TMLP line crews are staffed and ready to respond to outages and emergencies.

According to the CDC, some of the best ways to prevent the spread of COVID-19 and other communicable illnesses are to practice everyday preventive behaviors such as staying home when sick, covering coughs and sneezes, consistently washing hands with soap and water and thoroughly cleaning frequently touched surfaces.

For more information and ongoing updates on the situation, please visit:

- [Centers for Disease Control and Prevention: COVID-19](#)
- [World Health Organization: COVID-19](#)

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