



**OPEN**  
BUSINESS AS  
NEW NORMAL

## Reopening For Business

### TMLP Business Offices are Open Using Safe Business Practices

During the stay at home advisory issued by Governor Charlie Baker, Taunton Municipal Lighting Plant offices were closed to the public as part of TMLP's efforts to protect the health and safety of customers and employees. Following the guidance of our local health officials and emergency management agency, along with the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO), the offices re-opened to the public on June 15th.

Although the 33 Weir Street business office is open to the public, customers are encouraged to conduct their business via e-mail, phone or website. Customers with electric service-related questions and business should call 508-824-6976 during weekday business hours, and customers with Internet related questions can call 508-880-8657. Outages should be reported on the 24/7 outage line at 508-824-3111.

"We have taken a number of precautions and while we may look a little different, we still offer the same great service to which you are accustomed," TMLP General Manager Ken Goulart said.

Customers who wish to conduct business at the business office should note that the following precautions will be in effect until further notice:

- The lobby has been modified to accommodate social distancing and occupancy guidelines. A maximum of four (4) customers will be allowed in the lobby at one time.
- Social distancing markings have been placed on the lobby floor which customers must comply with while waiting inside and outside the lobby.
- Masks or facial coverings are required at all times while in TMLP offices. Customers will not be allowed in the building unless they are wearing a face covering.
- Acrylic barriers have been installed at the lobby counters to protect staff and customers.
- TMLP has implemented enhanced hygienic cleaning measures at all facilities. Personal and workplace best practices are regularly communicated to all employees and contractors.
- Employees who have direct customer contact have been instructed to take social distancing measures.

Field precautions:

- Meter readings that require entering into customer premises may instead be estimated if proper social distancing or safety measures cannot be maintained within customers' premises.
- All in-home and commercial energy audits remain suspended until further notice. Virtual audits where applicable are permitted.

#### Bill payment options:

Customers are encouraged to continue paying their TMLP bill and/or starting or stopping service online through the website [www.tmlp.com](http://www.tmlp.com). Payments can also be made over the phone using VISA or MasterCard by calling TMLP at 508-824-6976.

Payments made by check or money order can be sent by mail to Taunton Municipal Lighting Plant, P.O. BOX 870, Taunton, MA 02780 or deposited in the TMLP payment drop box located to the left of the outside doors at 33 Weir Street. Payments should be made out to Taunton Municipal Lighting Plant.

Payments may still be accepted Trucchi's Supermarkets' Taunton locations at 543 County Street and 53 Tremont Street.

Please note that the situation is continuously changing, and guidelines and procedures may be adjusted as warranted. TMLP is committed to addressing customer service needs and will continue to communicate as changes occur.

### Affected By COVID-19?

Taunton Municipal Lighting Plant works with area community agencies to help customers who may be experiencing difficulty in paying their bills due to COVID 19 layoffs, furloughs or job loss. The following agencies can provide assistance in paying utility bills for customers who meet the criteria set by the individual agency:

#### Citizens for Citizens

1 Taunton Green  
Taunton, MA 02780  
Telephone 508-823-6346 or 508-823-6347  
Website: <http://cfcinc.org/>

#### Human Services

30 Olney St.  
Taunton, MA 02780  
Telephone 508-821-1420

#### Self Help (Raynham Residents Only)

1362 Main St.  
Brockton, MA  
Telephone 508-588-5440  
Website: <http://selfhelpinc.org/site/programs-services/>

#### TMLP Energy Fund

c/o St. Vincent DePaul Society  
141 Washington St.  
Taunton, MA 02780  
Telephone 508-823-6676

#### Department of Transitional Assistance

21 Spring St.  
Taunton, MA 02780  
Telephone 508-884-5300

#### Salvation Army

25 Shawmut Road  
Canton, MA  
Telephone 339-502-5900

If you need assistance, contact the agency directly.

### Sign Up For Our eNewsletter

To sign up for TMLP's electronic newsletter visit the website and click on News then eNewsletter sign up tab. It's that easy!

### Welcome To TMLP!

All new TMLP customers who provided their email address when signing up for service will receive a four-part series of Welcome to TMLP! emails that introduce new customers to the utility. New customers receive one email each Thursday that lets them know who TMLP is, the billing and payment options that are available, what to do during an outage, and how TMLP can help customers save energy using available resources and rebates.

#### Residential eNewsletter

Similar to our Commercial & Industrial eNewsletter our residential customers can receive quarterly informative 'energy' related articles and tips. This will be in addition to our quarterly printed Light Reading newsletter. Customers can unsubscribe at anytime by using the unsubscribe link at the bottom of the email.

If you would like to receive our electronic newsletter, sign up on our website: [www.tmlp.com/news/sign-up-for-newsletters/](http://www.tmlp.com/news/sign-up-for-newsletters/)



### A Message From The Massachusetts Department Of Children And Families

The Department of Children and Families is actively recruiting foster parents for children.

Our goal is to provide our foster children with a supportive environment in a home in their own community until they can be reunited with their families or another plan can be made on their behalf.

Please contact Ilda Coelho at 508 894-3741 for more information and/or to be directed to a virtual information session

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



## Deadline Extended for Residential Solar Rebates!

The deadline for Department of Energy Resources (DOER)'s Municipal Light Plant Solar Rebate Program for residential customers has been extended to December 30, 2020. The program, which began in May 2019 was scheduled to end on June 30th.

TMLP is one of 36 municipal light plants (MLPs) participating in the DOER rebate program for the purchase and installation of photovoltaic solar panels in communities served by a municipal light plant. The DOER program is administered locally by Energy New England (ENE).

DOER has committed \$2.3 million and each participating MLP has committed to a specific amount of funding to this rebate program. TMLP has pledged \$350,000, which the Department of Energy Resources (DOER) will match, for a potential total of \$700,000 in program funds.

TMLP and the DOER both provide a matching contribution of \$.60 for systems up to 7.5 kW up to a maximum rebate level of \$4,500 from TMLP and \$.60 per watt installed, up to a maximum rebate level of \$4,500 from the DOER totaling a maximum rebate of \$9,000. Rebates are provided on a first come, first served basis to solar projects that meet specific TMLP and DOER requirements.

System owners must work with a primary installer/integrator to complete and submit the MLP Solar Program application. To be eligible for a rebate, system owners and applicants must follow all application procedures and systems must meet the technical specifications.

Qualifications and additional details are provided on the website [www.tmlp.com/go-green/residential-solar-net-metering/](http://www.tmlp.com/go-green/residential-solar-net-metering/). For additional details call 508-824-6976 or email [SonjaBritland@tmlp.com](mailto:SonjaBritland@tmlp.com).

**For Everyone's Safety, Please Do Not Hang Signs On Utility Poles. Thank You!**

## TMLP Offers Virtual Energy Audits

COVID-19 has changed the way utilities do business, especially when it comes to providing energy conservation services to customers in their homes. Most utilities like TMLP have suspended in-home energy audits during the global pandemic to ensure the health and safety of customers and the auditors.

To help customers make an energy saving plan for their home, TMLP is offering virtual home energy assessments via smartphones and android platforms to residential customers through Energy New England (ENE), in place of a traditional energy assessment performed by energy advisors in the home.

"TMLP customers may have noticed an increase in their energy consumption during the time the stay-at-home advisory was in place because they were at home for longer periods of time," General Manager Ken Goulart said. "Now may be a great time to take advantage of a virtual energy assessment that can be done without an auditor entering the home."

After contacting ENE and scheduling an appointment, ENE will capture the information about the home from the video feature on the smartphone or android phone. The energy advisors will use the information to assess the home's energy efficiency to help find ways to identify heating, lighting, and weatherization opportunities that can lead to energy savings.

Customers who want a virtual energy assessment can complete the online intake form on the ENE website [ee.ene.org/energy-assessment](http://ee.ene.org/energy-assessment), or they can sign up by calling 888-772-4242 or emailing [solutions@ene.org](mailto:solutions@ene.org).

**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 am - 4:30 pm

### 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 24-Hour Internet Outage Support

508-880-TMLP (8657)

**General Manager**  
Kenneth Goulart

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