

LIGHT READING



Fall 2020



Don't Miss Your Rebate Opportunities

TMLP Energy Efficient Appliance Rebate Deadlines

TMLP customers who purchase a qualified energy efficient ENERGY STAR appliance between January 1st and December 31st, 2020 are reminded that all applications must be submitted by January 31, 2021 to be eligible to receive a rebate under the 2020 program.

Applications and accompanying documentation received after January 31, 2021 will not be honored.

Remember: Only ENERGY STAR appliances are eligible for a rebate and rebates are limited to one ENERGY STAR appliance purchase per household per calendar year. Appliances that may qualify will have the ENERGY STAR logo on the yellow Energy Guide label that is attached to the appliance. You can find the list of appliances at <http://www.energystar.gov/products/>.

For a list of qualified ENERGY STAR appliances that are eligible for a TMLP 2020 rebate incentive, as well as the rebate amounts and all eligibility requirements, visit the website www.tmlp.com.

Level 2 Charging Rebate Deadline

As a reminder, the deadline to purchase a Level 2 charger and be eligible to receive the TMLP Drives Electric \$300 rebate is December 31, 2020. Applications for 2020 purchases will be accepted through Jan. 31, 2021. The \$300 rebate is on the cost of the purchase and installation of the Level 2 charger, and the charger must be enrolled in TMLP's 90 Cents a "Gallon" Club for off-peak charging.

The rebate may be used to pay for a licensed electrician's services and/or electrical and charging equipment, in order to install one or more of the following charging system components:

- (1) a 240 volt wiring circuit with a 50 amp circuit breaker,
- (2) a NEMA 14-50 240V outlet,
- (3) a Level 2 home charging station equipment.

The charger must be installed at the address listed on the TMLP account number and the EV registration address must match address associated with TMLP account listed on the rebate application.

In addition, the deadline for the 30% Federal rebate (up to \$1,000) on costs associated with the installation of an EV charging station is also December 31, 2020. Additional information on the Federal rebate can be obtained at www.irs.gov/forms-pubs/about-form-8911.

Eligibility information is available on the TMLP website www.tmlp.com. The offer is for a limited time only, subject to availability of funds.

Our Public Power Week Open House was Cancelled....

... but that doesn't mean that we can't celebrate the benefits of Public Power all year long!

As a public power utility, TMLP has a lot to celebrate... low rates, responsibility – and responsiveness to customers and the environment, local ownership and control, and community involvement.

You don't have to wait until Public Power Week to celebrate! Visit our Facebook page to see our virtual celebrations and throughout the year for ways to save energy, keep informed about TMLP programs and rebate opportunities, and see what's coming up!

Take Advantage of Virtual Energy Audits by Signing up Today

TMLP wants to help customers stay safe while still keeping their energy consumption in check. That's why we're working with Energy New England (ENE), our energy efficiency partner, to offer virtual home energy assessments via smartphones and android platforms. These virtual audits temporarily replace the traditional energy assessment performed by ENE energy advisors in the home.

After contacting ENE and scheduling an appointment, advisors work with the customer to make sure that they have the tools they will need for the virtual audit. Customers work with the advisors using an iPad, tablet, phone or camera to get to all the places and equipment they would traditionally look at in the home. At the conclusion of the audit a report is compiled and sent to the customer just like they would receive with a regular in-house audit. Customers will also receive up to \$50 of free energy savings materials dropped off after the audit.

To receive a virtual energy assessment, complete the online intake form on the ENE website ee.ene.org/energy-assessment, or sign up by calling 888-772-4242 or emailing solutions@ene.org.

Budget Billing and How it May Help You

Budget billing is a great way to ensure that your TMLP bills are level throughout the year, especially if you sometimes use a higher than average amount of electricity during the winter months.

Here's how it works: TMLP will work with you to set up a payment schedule based on your bills during the previous 12 months. We'll then divide that number by 11, assuming that your usage will generally stay the same, and calculate 11 equal monthly payments.

Each July, we'll see how much you actually used during the previous 11 months and make any 'settle up' adjustments. Our budget customers will receive a settle up bill in July which is not the budgeted amount. This amount will make the account current based on what you paid versus what you used over the budget period.

If you're interested in setting up a budget billing plan, we'll help you determine if it's right for you. Call one of our Customer Care representatives at **508.824.6976**.

Pay Your TMLP Bill Online

One of the easiest and safest ways to pay your TMLP bill is to use our online payment option on our website www.tmlp.com.

Please make sure that when you're ready to pay your bill that you use the link you'll find on our website. If you google and get a third-party payment website like Doxo, you'll have to pay a fee.

Once you click on the TMLP payment link, you'll enter the customer portal and the automated bill payment system powered by Paymentus Corporation. You don't need to register your account, although doing so will enable you to manage your account and receive information about past payments, etc.

TMLP does not charge fees to pay your residential* bill online and payments can be made by using Visa, MasterCard, and electronic check. Once the payment is made, you'll receive a confirmation number for your records.

*Commercial customers will be charged a 3.5% fee for credit card payments.

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



Was Your TMLP Bill Estimated?

As we all try to navigate through these unprecedented times, we sometimes need to do things a little differently. During the summer months, customers may have noticed changes to their monthly TMLP bills. Because of COVID-19, some customers may have received bills that were based on estimated readings. Some of our meter reading routes were also changed which may have affected the day of the month that your meter was read (causing a one-time longer than usual billing period) and when you received your bill.

Why do we sometimes send out an estimated bill?

Each month, TMLP meter readers travel throughout the service territory to collect the energy-usage information we need to calculate your bill. Occasionally we are unable to get an actual reading due to a variety of circumstances, such as weather or difficulty accessing your meter. If we can't get an actual reading, we need to calculate an estimate of the amount of energy you may have used during that billing period, taking into account your usage from the previous year along with other factors like weather conditions.

This summer, due to COVID-19 and social distancing guidelines, TMLP customers whose meters we must physically access by entering their homes may have received an estimated reading if proper distancing and safety measures couldn't be maintained. Also, customers were home more which means usage may have increased and estimating this could be challenging.

It is also important that TMLP meter readers can access your meter throughout the year. For the safety of TMLP employees and accuracy of your meter reading, please trim bushes near meters to eliminate the need for an estimated meter reading.

How do you know if you received an estimated reading?

To find out if your usage was estimated, you will see "EST" next to PRESENT READ on the left side of your invoice under your meter number and rate code. If you do not see EST beside the usage number, your reading is not estimated.

What happens after an estimated reading?

If your usage was estimated, it's important to remember that your next actual meter reading will balance, or true up, any difference between your actual and estimated readings. Any difference between the estimation and your actual usage is automatically corrected. For example, if TMLP's estimate was too low and your usage was more than we estimated, the difference between the estimated usage and your actual usage will be added to your next bill. If our estimate was too high and your usage was less than we estimated, you'll be credited on your next bill for the extra amount you paid.

If you have any questions about estimated readings or would like help on how you can read your own meter, call us at **508.824.6976**.

**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 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.