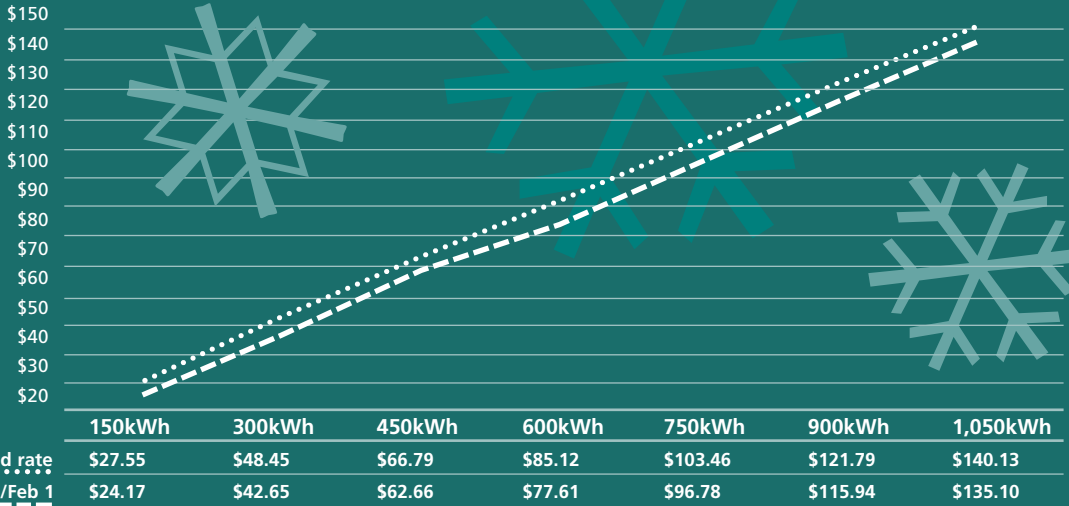


RESIDENTIAL RATE COMPARISON



happy new year!

2010 posed a year of tremendous challenges for all industries in America, including TMLP's which could be considered one of the more recession-proof in our country. Effects of the economy on the utility industry could be seen with the fluctuations of pricing on natural gas and oil, rules that affect the playing field in which we operate including the forward capacity market, short- and long-term contracts, and conservation efforts and renewables (such as hydro and landfill gas).

Restructuring rates to reflect the cost to serve

As is usually the case with restructuring rates, somewhere along the line costs shift and scenarios change and we're left trying to figure out how we should capture the changes in the marketplace and share the effects of those changes with the least possible impact to the ratepayers.

Effective with bills on February 1, 2011, TMLP customers will be billed with newly restructured rates. These changes are intended to encourage conservation and to capture the true costs TMLP incurs with transmission fees and when peak load demands are witnessed during the year. Collectively, the overall effect on all the rates for TMLP's 36,000 customers is a 3.6% reduction; most customer rate classifications will see a decrease but a few will see increases.

The highlights of the changes are as follows:

- Residential Customer using 750 kWh will see a decrease of 6% (see chart above)
- Small Commercial Customer (rate 21) using 7,500 kWh will see an increase of less than 1% (0.88%)
- Large Commercial Customer (rate 37, and 39) using 100kW and 35,000 kWh will see a decrease of 9%
- Large Industrial Customers (rate 31) using 300 kVa and 200,000 kWh will see a decrease of 8%
- Residential secondary services, such as garages and common areas (rate 02), will see an increase on average, of about \$20 more per month (the last time this rate was changed was in 1999).

continued ►

Large commercial and industrial customers (rates 31, 37, & 39) will also see changes in their rates as they relate to the demand portion of their bills. TMLP's Key Account Representative will discuss the specific changes to these individual accounts if customers would like to call us at (508) 824-5844. Additionally, TMLP will set up an appointment to determine how customers can best minimize the effect of this rate restructuring on the annual energy budget.

Unit 10: Temporarily on hold

Economic conditions and resulting impacts on load, capacity and natural gas prices have reduced the need for, and benefits of, additional generation at this time.

TMLP strongly believes that when market conditions change, a high-efficiency generating unit will still be beneficial to have in our future power portfolio. We will continue to monitor the market closely and will be poised to move forward when it's warranted. Cleary-Flood Generating Station has great attributes for a future unit including a highly-skilled workforce, an existing natural gas supply, transmission and cooling water access. TMLP continually evaluates power portfolio options and we will remain focused on our efforts to improve the efficiencies with our Units 8 & 9.

Online bill presentment coming soon!

You've asked us and we're nearly ready to oblige...by March 2011, TMLP will offer customers the option of having their bills emailed rather than mailed.

The advantage to this new service includes:

- The greater likelihood of consistently taking advantage of TMLP's prompt payment discount by avoiding delays that can occur because of slow traditional mail delivery.
- Saving the cost of writing checks and mailing.
- Reduced production and delivery costs for invoices because now it's paperless.

Once the new service launches, new signups for online payment on billpay.tmlp.com will have an option to also sign up for e-bill receipt when customers actually do the signup. Customers who are already signed up for online payment will find a new button labeled "Enable E-Bills" on the front page of the billpay.tmlp.com site which will enable them to activate electronic billing if they so choose.

Paths to meters help prevent estimated bills

If you would kindly remember to shovel a path to make the electric meters accessible, you will help to reduce the number of times your meter is estimated in the winter. As is the case with all of the jobs we do at the TMLP, we remind our employees that safety is first and foremost. We thank you, in advance, of your cooperation and we wish all of our customers, their family and friends a safe, healthy and prosperous New Year!



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

Online customers
(508) 880-8657

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.
Saturday 9:00 a.m.–6:00 p.m.
Sunday closed

Commissioners' meetings
January 31 at 4:00 p.m.

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

General Manager
Michael Horrigan