



**During tough economic times,** managing the details of a business becomes even more critical than when things are going well. This year, TMLP celebrates its 115th year of providing public power to the Greater Taunton area. And although the customer owners of TMLP have enjoyed a long and fruitful history of public power in their communities, the work it has taken by the employees to maintain the quality of service and reliability customers enjoy have not happened by chance.

## 2011

- Looking back over the past year, we definitely changed our position on how we purchased our power. Ordinarily, we would have 75% of our power contracts locked in but given the lower costs of natural gas, we shifted our position to having 50% of our portfolio open to take advantage of the lower prices.
- Cost containment committees: During 2011, \$1.2 million in cost savings were identified throughout the organization. Areas focused on generation (running a more efficient operation), billing and transaction fees, ISO fees, administrative services and processes, energy efficiencies within the facilities and natural gas pipeline fees.

**During 2012 and looking forward,** TMLP will focus on a higher level of cost recovery for transmission costs (we will attempt to mitigate these costs with solar installations). Other areas we'll focus on include:

- Reducing the costs associated with the natural gas lateral line;
- Reducing energy consumption (by 15%) in the operational buildings (through reduced use of oil and electricity) and by automating processes;
- Upgrade substations to improve reliability.

Over the next four years, TMLP is anticipating that transmission costs will double; four years beyond that, the costs will double again. The real challenge for the organization will be to find ways to offset these costs with activities that will reduce expenditures, encourage energy conservation and continue to make purchases for our energy portfolio that are at or below market price.

Customers can help achieve savings by participating in TMLP's load reduction requests during those periods of time when electricity is near peak demand, most expensive and coincident with the Independent System Operator's (ISOs) generation and transmission peak periods. Avoidance of power during these times had a tremendous

impact on the overall costs associated with power delivery. Customers can further achieve savings on their own electric bills by taking advantage of the many programs the TMLP has to offer including:

- Energy audits, including thermal imaging;
- Rebates: Appliance rebates and solar rebates.

### **Dig Safe: 888-DIG-SAFE (344-7233)**

Spring is often the call to renew, refurbish and revitalize our yards and homes. State law requires that anyone who digs to notify utility companies before starting the project. So whether you plan to install a fence, build a deck or plant a tree, remember to place a call first to Dig Safe (888) 344-7233.

Dig Safe System, Inc. is a communications network assisting excavators, contractors and property owners in complying with state law by notifying the appropriate utilities before digging. Dig Safe, a free service, notifies member companies of proposed excavation projects. In turn, these member utilities respond to the work area and identify the location of underground facilities. Callers are given a permit number as confirmation.

Requests are processed Monday through Friday, 6 a.m. to 6 p.m., not including holidays. Off-hour coverage is provided for emergency work only.

Dig Safe is a not-for-profit corporation, funded entirely by member utility companies, to promote public safety, protect vital utility services and safeguard against property damage.

### **Come spring, think safety!**

When trimming trees and shrubs, cleaning gutters, or starting the painting projects, please remember to LOOK UP! Never attempt to trim any vegetation growing near or on overhead power lines yourself. Only specially-trained, tree trimming professionals should do this type of work. Painting that needs to be done near power lines should be done with great care; call TMLP for temporary installation of rubber line guards and always remember that even non-metallic ladders can conduct electricity if they are dirty or wet.

## **Customer Corner**

### **Celebrate Taunton's 22nd Annual Earth Day Clean-up**

on Saturday, April 28th from 8:30 to noon. Volunteer to clean up your neighborhood or a targeted area. Meet behind the old City Hall, Summer Street at 8:30 a.m. Register at [tauntoncoawareness@gmail.com](mailto:tauntoncoawareness@gmail.com) or call (508) 272-2222 (Karen) or (508) 822-5907 (LeeAnn). Sponsored by the Taunton Ecology Awareness Movement (TEAM).



[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

### **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**

April 2nd at 4:00 p.m.

### **Commissioners**

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

### **General Manager**

Michael Horrigan