

Safety Matters

Stay Warm But Stay Safe!

Anytime - but especially in winter - space heaters, fireplaces, furnaces, smoke alarms all command respect and attention when it comes to operating them safely. Please check out the following tips regarding space heaters from several agencies including various fire departments, safety marshals, the American Red Cross and the Office of Energy and Technology Development:

- Put all furniture and any combustible items at least three feet away from any heating devices. Space heaters are temporary heating devices and designed to be used for a limited time in a given day. Never leave a space heater unattended or running while you sleep.
- Never connect a heater to an outlet with an extension cord.
- Keep a window ajar or a door open in the room where an unvented heater is in use. This helps prevent pollutant buildup and promotes proper combustion.
- NEVER place clothing on a heater to "dry" the item. These units get extremely hot.
- Young children and pets should be kept away from space heaters.
- Kerosene heaters should be cleaned and wicks replaced annually. Unvented kerosene heaters are illegal in Massachusetts.
- Equip your home with smoke alarms and carbon monoxide detectors.
- Keep at least one dry powder operative, ABC-type fire extinguisher in the house at all times.

House N Home Thermal Program

Don't let your hard earned dollars go out the window (or door) this winter! The 'House N Home' Thermal Rebate Program provides financial incentives to Residential and Non-Profit customers to make your house more energy efficient.

You can be eligible to receive 50% of the total cost of materials and professional labor up to a maximum rebate level of \$ 500. Acceptable measures for the program include attic insulation, wall insulation, rim joist insulation, air sealing measures, pipe and duct insulation, domestic hot water wrap, and energy efficient shades and blinds for windows.

It's a simple one-page application and you're on your way to energy savings! Visit www.tmlp.com to download your application and view program requirements.



Beware Phone Scams

TMLP officials are warning customers of telephone scam artists who fraudulently represent themselves as TMLP employees, making demands that the customer

must give the caller their credit card information to avoid having their service terminated. This is **never** TMLP protocol. There have also been reports of an automated call "informing" TMLP customers that their electric rate is rising 12% and providing a number to call immediately "for more information." This call is also a scam.

Taunton Municipal Lighting Plant General Manager Kenneth Goulart stated, "TMLP does not require anyone to dial an 800 number with their personal information, nor contact any agency regarding any rate changes that may occur. We have set policies and procedures to address any customer issues that may arise. Using outside calling agencies is not one of them."

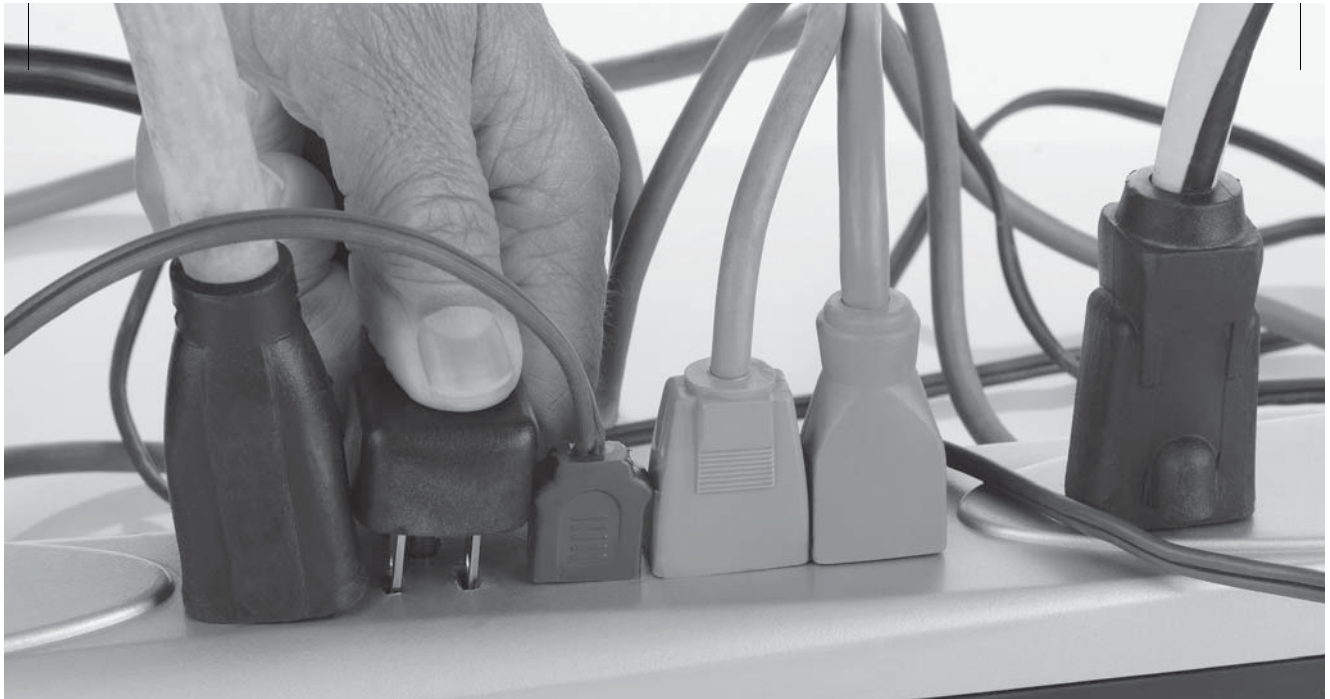
If you are called and are not sure of the validity of the source, we encourage you to hang up, call the TMLP office directly at 508-824-5844, and ask to speak with a Customer Care Representative to check on the status of your account.

Save \$\$ This Winter With A Home Energy Audit

If you are looking for ways to cut your home's energy bills this winter, consider taking advantage of the TMLP's free Home Energy Audit. The TMLP will send a state-certified energy auditor to your home to perform a "walk-through inspection" and to provide a personalized guide to energy savings. Following completion of the audit and review of the computerized report on your energy use, up to \$30 of free conservation materials will be installed in your home at no additional cost to you. Be sure to also ask about our free Home Infrared Scan service! Heating and cooling costs can be reduced significantly by determining the exact source of energy loss by ensuring that a building envelope is adequately insulated, all air leaks are sealed, and by pinpointing areas where improvements can be made. Included in this service is a computer generated report showing images of areas where heat is escaping from the building. During the course of the audit, the infrared scan can be used to pinpoint where the house is losing energy. Engineering data dictates that a properly sealed house will save the equivalent of one air circulation per hour.

Interested? Call [1-888-772-4242](tel:1-888-772-4242) today and start saving money!

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



Be Safe With Power Cords

The U.S. Consumer Product Safety Commission estimates that electrical power cords cause close to 4,000 injuries and 3,300 residential fires each year. The most frequent causes of such fires are short circuits, overloading, damage, and/or misuse of these power cords. Damaged power cords have been known to cause painful injuries, fires, equipment damage, and regulatory citations and penalties. Remember, even the slightest amount of electrical current can cause serious injury or even death!

The following list contains the common hazards to avoid with power cords:

- Do not use extension cords in place of permanent wiring
- Make sure your hands are dry before plugging and unplugging a power cord
- Examine cords before each use. **DO NOT** use a damaged or frayed cord
- Avoid using a power cord when the ground prong is removed
- Never disconnect a plug from a socket by pulling the cord. Instead, grasp the plug and remove from the socket
- Use only weather-resistant heavy gauge extension cords when working outdoors
- Don't drag cords over rough surfaces and never use them to lift or pull materials
- Never connect extension cords/power strips to each other. Overloading the circuit can present a potential fire hazard
- When not in use, electrical power cords should be neatly coiled and stored.

Reference: Emory University Health and Safety Office

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 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

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