



**Taunton Municipal Lighting Plant**

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**PRESS RELEASE**

## **Serving a Public Power Community**

### ***FOR IMMEDIATE RELEASE***

For more information:

Customer Care 508-824-6976

#### **Brand New Online Payment System to be Unveiled**

**June 1, 2016, Taunton, MA** TMLP is constantly looking to enhance the customer service experience for our valued customers. To that end, beginning this summer, we plan to roll out a new and improved TMLP Online bill payment system with improved functionality and enhanced overall user experience. It is our expectation that the ease of use and intuitive nature of the new system will also attract new online bill pay customers! In order to bring you this improved system, TMLP has partnered with Paymentus, a recognized leader in online bill payment solutions with the highest level of industry-standard security compliance.

New and exciting features offered will include:

- Faster, more reliable, and intuitive functionality
- Make one-time payments on any TMLP account without the need to sign up for an account on the payment website
- Electronic check payments will be immediately withdrawn from your bank account
- Customers will be able to view up to 13 months of prior bills beginning with the bills from the month we launch the system
- Customers with multiple TMLP accounts will be able to access all of them under a single login and will be able to sign up for paperless billing only on the accounts that they wish

Since TMLP values our customers' security to the utmost, existing online billpay customers will need to re-create logins on the new system in order to continue to receive paperless bills and to take full advantage of the other options the system offers. Logins will be by your email address and a password with the following requirements:

- Minimum of 8 characters
- Must contain at least 1 number and 1 letter
- No "special" characters – alphanumeric only

In the upcoming weeks as we come closer to launching, a link to the new bill payment site will be made available on our websites. We hope you find this makes it easier to pay your bill and we appreciate your business!

TMLP serves 36,000 customers in Taunton, Raynham, Berkley, North Dighton and sections of Lakeville and Bridgewater.

*General Manager, Kenneth Goulart; Commissioners; Mark Blackwell Sr., Chairman, Peter Corr, Secretary, Joseph Martin*