



**Taunton Municipal Lighting Plant**  
Post Office Box 870  
Taunton, Massachusetts 02780-0870

**PRESS RELEASE**

## **Serving a Public Power Community**

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

For more information:  
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### **TMLP Warns of Phone Scams**

(Taunton – 1/24/19) - TMLP officials are warning customers to beware of telephone scam artists who fraudulently represent themselves as a TMLP employee making a demand for immediate payment or they will shut off the electricity. We have seen scams take many forms but it's always the same demand, "pay us or we will shut your electricity off".

Recently scammers recorded the TMLP voice menu greeting so it sounded official when you called the 800# they give you. They also were able to "spoof" the caller ID so the number showing up on your phone said TMLP. As the scammers become more sophisticated with their illegal activities, we need our customers to be more aware and vigilant.

We want to get the word out that TMLP will:

- Never ask a customer go to a retail store and pay an overdue amount to "Netspend".
- Never have a customer pay with a "reloadit" card.
- Never tell a customer that we will come pick-up the cash.
- Never tell a customer to wire transfer us money.
- Never ask you to pay by calling back an 800 telephone number.

TMLP payment centers are located in person at:

- TMLP Customer Care Center at 33 Weir Street, Taunton, MA.
- Trucchi's Supermarket (2 locations only)
  - 543 County Street, Taunton, MA.
  - 53 Tremont Street, Taunton, MA.

TMLP payment by direct mail to (2 addresses only):

- PO Box 870 Taunton, MA 02780
- PO Box 9247 Chelsea, MA 02150-9247 (Lockbox)

TMLP will accept payment over the phone but **only by calling this number: 508.824.6976.**

TMLP serves 38,000 customers in Taunton, Raynham, Berkley, North Dighton and sections of Lakeville and Bridgewater.

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



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TMLP will also accept online payments through the secure link on our website, [www.tmlp.com](http://www.tmlp.com).

Please be weary calling other numbers as they may not be the official TMLP. Always check our website, [www.tmlp.com](http://www.tmlp.com) or your invoice for our official phone numbers.

Taunton Municipal Lighting Plant Manager of Customer Care, Bill Strojny stated "TMLP would never require anyone to visit unauthorized entities or call an 800 telephone number to make a payment. We have set policies and procedures to address any customer issues that may arise. Any third party that collects money for TMLP would be sanctioned by TMLP."

If you are called and are not sure of the validity of the source or the authorized payment sites, we encourage you to hang up and call the TMLP office directly at 508-824-6976 and speak with a Customer Care Representative to check on the status of your account.

TMLP customers contacted by these scammers should call their local police department.

Follow TMLP on Facebook to learn about scams as soon as they arise.

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