

LIGHT READING TMLP Winter 2025

Introducing TMLP Saves™, our energy efficiency rebate and incentive program!

The name may be new, but TMLP Saves™ continues to provide customers with the great energy efficiency programs and rebate opportunities they have come to expect from TMLP!

The newly branded TMLP Saves™ energy efficiency program, which launched on January 1, 2025, offers energy efficiency, conservation, and electrification programs with incentives and rebates for all TMLP customers. Programs include Go Green 100%, Residential Appliance Rebate, Residential Electric Vehicle Programs, Residential Home Energy Audit, Residential Solar New Metering, Commercial Energy Audit, Commercial Solar Net Metering, and the Heat Pump and Low-to No Interest Loan Residential Rebate programs.

TMLP Saves™ helps customers use energy more efficiently in their homes and businesses, reduces TMLP's electricity usage during peak demand times, and helps the environment by reducing carbon emissions. For program specifics, including qualifications, visit [TMLP.com](https://www.tmlp.com).

(<https://www.tmlp.com>)

TMLP Celebrates Public Power Week throughout Energy Awareness Month!

As a public power utility, TMLP celebrates the benefits of being a customer owned and operated electric utility each October as part of the American Public Power Association's (APPA) Public Power Week celebration.

This year, TMLP was active in the community with a number of activities and opportunities for all customers. Activities included a heat pump informational session in early October followed by a Grab N' Go for seniors, Benjamin's Chili Bowl and Trunk R' Treat, and a Story Time with TMLP at the Taunton Public Library. Throughout the month of October, TMLP staff presented the popular Monster Detective program to fourth graders throughout the service territory. The students learned about energy conservation, green energy, and the importance of being energy efficient, as well as the safe use of electricity, all in preparation for the TMLP calendar contest. Look for the winners on our website in early 2025!



Heat Pump Forum

If you weren't able to attend the Heat Pump Information Forum, TMLP has a Heat Pump booklet on the website that will help answer your questions if you're thinking about replacing your heating system with a heat pump, or if you want to know more about mini-splits and heat pump water heaters.

The booklet explains the different types of heat pumps, how they work, and the installation process. The booklet also contains information about operating and maintaining your heat pump once it's installed.

Outage information will soon be available online

The new billing system conversion implemented during the fall will enable TMLP customers to report outages online as well as view affected areas on a map of the service territory. The Outage Management System (OMS) is expected to be up and running in early 2025 and will provide updates as well as the estimated time TMLP anticipates power will be restored. TMLP expects to launch an additional texting option that will allow customers to report and receive outage information via text later this year.

As part of the billing system conversion, all residential, commercial, and industrial customers received a new account number when the system was launched in late September. TMLP customers who use the online portal for the first time under the new system must create a new online account, and those who use autopay, and/or take advantage of paperless billing must also need to re-register their account information online.

Customers are reminded that budget billing automatically rolls over to the next year, and discounts are based on the actual and budget amount which is the same each month during the budget cycle. Customers will receive the prompt payment discount if the payment is made by the prompt payment date on their bill. Questions about the new billing system and OMS can be directed to

TMLP's Customer Care Department at 508-824-6976.

TMLP provided Mutual Aid following Hurricanes Helene and Milton

As a member of the American Public Power (APPA) and Northeast Public Power Association (NEPPA) Mutual Aid response teams, TMLP provided mutual aid to their public power counterparts in areas affected by Hurricanes Helene and Milton in October.

Six members of the TMLP staff, representing two, two-member line crews, a mechanic, and a supervisor joined dozens of NEPPA lineworkers in a convoy of 24 bucket trucks and 7 pickup trucks on October 1st. The mutual aid responders worked in Thompson, Washington, and Tignall, Georgia from October 1st through October 8th to repair damage to the lines caused by Hurricane Helene. On October 8th, the crews were sent to Florida to assist the Orlando Utility Commission (OUC) after hurricane Milton, and they remained there until October 15th. In addition to the line crews' repair and restoration efforts, TMLP mechanic Tony Oliveria maintained the fleet while on mutual aid.

A special thanks to the TMLP staff who answered the call for mutual aid:

- Chris Boucher
- Dennis Perkins
- Jason DaCunha
- Israel England
- Mike Boulay
- Anthony Oliveira

Email rebates@tmlp.com with comments or questions regarding this newsletter.

TMLP Saves™ 2025

Residential Energy Efficient Appliance Rebate program

TMLP offers rebates to residential customers who buy qualifying energy efficient ENERGY STAR-rated appliances from January 1st and December 31st each calendar year. Customers are limited to one ENERGY STAR appliance purchase per household per calendar year, and appliances must be installed at the account location. Rebates are available based on the availability of funds.

Be on the lookout for more information regarding the rebate amounts in January.

To be eligible for the rebate incentive, customers must have had an active residential electric account with TMLP for at least 6 months and have a zero balance with no arrears for at least 6 months. For additional eligibility requirements visit:
www.TMLP.com/Go-Green/Residential-Appliance-Rebate.

To see if your appliance is eligible for an ENERGY STAR rating, look for the ENERGY STAR logo on your EnergyGuide label or visit:
<http://www.energystar.gov/products/>.

Don't forget....

If you purchased a qualifying ENERGY STAR-rated appliance in 2024, and your account is eligible, your application must be received by January 31, 2025. Applications received after January 31, 2025 will not be honored for 2024 purchases.

Pay Your TMLP Bill Online at tmlp.com and Avoid Fees

One of the easiest and safest ways to pay your TMLP bill is to use our online payment option on our website www.tmlp.com. But when you're ready to pay your bill, make sure that you use the link on our website. If you google and get a third-party payment website like Doxo, you'll have to pay a fee.

TMLP doesn't charge fees to pay your bill online, and you can make your payment using Visa, MasterCard, and electronic check. Once the payment is made, you'll receive a confirmation number for your records.

Tips to keep you warm this winter!

Don't forget to change the direction of your ceiling fan. During the winter, your ceiling fan blades should be clockwise to create an updraft that circulates the warm air around the room.

Closing the curtains at night during the winter can reduce heat loss by up to 10%. Remember to open them during the day to take advantage of the energy from the sun.

Look at the settings on your TV. Make sure that your TVs standard or normal picture setting is selected and that energy saving features, like automatic brightness control, are turned on.

Investing in energy efficient appliances can save you money in the long run. ENERGY STAR refrigerators use about 15% less energy, and washing machines can use between 25% to 45% less energy than traditional models. You may also be eligible for a TMLP appliance rebate!

If you can feel a draft under your doors, use draft stoppers at the bottom of the door. They can be inexpensive to buy, or you can make your own using rolled up towels or socks filled with rice or beans!

Sign up for a Free Home Energy Audit!
<https://tinyurl.com/4s3w4py8>

TMLP

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 24-Hour
Internet Outage Support**

508-880-TMLP (8657)

Commissioners
Peter Corr
William Strojny
Gregory DeMelo

General Manager
Kimberly Holmes