



Serving a Public Power Community

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

FOR IMMEDIATE RELEASE

For more information please contact:
Sonja Britland at 508-824-3177 or sonjabritland@tmlp.com

(Taunton, MA) – As of June 15, 2020 at 7:30 am, **TMLP offices will reopen to the public.**

To help protect the health and safety of our customers and employees, we are taking a number of precautions when reopening our building to the public. We may look a little different but we will still offer the same great service to which you are accustomed:

- TMLP has been vigilantly communicating with our local health officials and emergency management agency, in addition to monitoring the Centers for Disease Control and Prevention (CDC) and World Health Organization (WHO) for updates and guidance related to the virus.
- Our lobby has been modified to accommodate social distancing and occupancy guidelines. We are allowing only 4 customers in the lobby at any given time.
- Please follow the social distancing markers on the floor when waiting inside and outside our lobby.
- You are required to wear a mask or facial covering at all times while in our offices. Customers will not be allowed in the building unless they are wearing a face covering.
- Acrylic barriers have been installed at the lobby counters.
- TMLP has implemented enhanced hygienic cleaning measures at our facilities and are issuing regular communications to our employees and contractors regarding personal and workplace best practices.
- All non-essential business travel remains suspended.
- Meter readings that require entering into the customer premises may instead be estimated if proper social distancing or safety measures cannot be maintained within customers' premises.
- All home and commercial energy audits remain suspended until further notice. Virtual audits where applicable are permitted.
- We have instructed our employees who have direct customer contact to take social distancing measures.

Please note that the situation is continuously changing and we may need to adjust our operations accordingly. We are committed to continue addressing our customer service needs and will continue to communicate as changes occur.

Bill payment options

We want our customers to know they can continue to make a payment and start/stop service by:

- Pay your TMLP bill or start and stop service online at www.tmlp.com.
- Pay by phone or start and stop service - Pay with your credit card (VISA, MasterCard) over the phone 508.824.6976 or;



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- Trucchi's Supermarkets at the 2 locations below:

Trucchi's Supermarket
543 County Street
Taunton, MA 02780

Trucchi's Supermarket
53 Tremont Street
Taunton, MA 02780

- Pay By mail - Pay with a check or money order made out to the Taunton Municipal Lighting Plant.

Mail your payment to:
Taunton Municipal Lighting Plant
P.O. BOX 870
Taunton, MA 02780.

- Drop envelope payment into the drop box to the left of the outside doors of 33 Weir Street.

Our customer service staff is available by phone during weekday business hours at 508.824.6976 for Electric accounts and 508.880.8657 for Internet accounts. We encourage people to conduct their business via e-mail, phone or website.

Please continue to report outages on the 24/7 outage line at 508.824.3111. TMLP line crews are staffed and ready to respond to outages and emergencies.

According to the CDC, some of the best ways to prevent the spread of COVID-19 and other communicable illnesses are to practice everyday preventive behaviors such as staying home when sick, covering coughs and sneezes, consistently washing hands with soap and water and thoroughly cleaning frequently touched surfaces.

For more information and ongoing updates on the situation, please visit:

- [Centers for Disease Control and Prevention: COVID-19](#)
- [World Health Organization: COVID-19](#)

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

General Manager, Kenneth Goulart; Commissioners; Mark Blackwell Sr., Peter Corr and Joseph Martin