



**Serving a Public Power Community**

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

**FOR IMMEDIATE RELEASE**

For more information:

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(Taunton, MA) – As of July 31, 2024

Coming soon, TMLP is moving to a new billing systems with robust features for our customers.

You will have the ability to:

1. View your consumption and more details about your service online
2. Pay your invoices online
3. Set-up automatically bill payment and never miss the prompt-payment discount
4. There will be an outage management system to report outages
5. Online payments will be reported immediately without delay

Some of the changes you will notice:

1. Your account number will change
2. Each location will have a separate account number
3. Our invoices will have a different look to be more user friendly
4. Budgets will automatically roll over year to year until you say stop
  - a. Budget discounts will be based on the actual and the budget amount will be the flat amount each month. As long as you pay your budgeted amount by the prompt payment date, you will receive the prompt payment discount.

To make this transition we will need your help:

1. Customers using the online portal will need to go in and create a new account
2. Customers with multiple property locations can set up all locations together in their online wallet
3. Auto-Pay customers will need to reset-up their account online
4. Current paperless billing customers will need to resign-up.

Other features will be coming as well, such as, texting services for outages and an Outage Management System (OMS). We look forward to continuing to provide you will reliable, economic service and hope that you find value in this new portal. Stay tuned for updates and as always, if you have any questions or need assistance please call our Customer Care Department at 508.824.6976.

TMLP serves over 39,000 customers in Taunton, Raynham, Berkley, North Dighton and sections of Lakeville and Bridgewater. Our mission is to provide reliable, competitively priced services to our community in a sustainable, environmentally-sensitive and customer-centric manner. [www.tmlp.com](http://www.tmlp.com)

General Manager, Kimberly Holmes; Commissioners; Peter Corr, William Strojny and Gregory DeMelo