

TAUNTON MUNICIPAL LIGHTING PLANT

MINUTES OF MEETING

TIME: Tuesday, July 23, 2024 4:00 PM – 5:16 PM
PLACE: Office of the Commission
PRESENT: Chairman Strojny, Commissioner Corr, Commissioner DeMelo, Manager Holmes, Mr. Christopher Pollart (KP Law), Mr. Worthington, Ms. Ready, Mr. Frank, Ms. Grant, Mr. Thivierge, Mr. Melanson, Ms. Britland, Mr. Sousa, Senator Marc Pacheco, Mr. Louis Loura

Chairman Strojny called the meeting to order.

Chairman Strojny called for a roll call.

Present

Absent

Commissioner DeMelo
Commissioner Corr
Chairman Strojny

MINUTES OF JUNE 18, 2024

Motion by Commissioner DeMelo, seconded by Commissioner Corr to approve. Unanimous.

24-084

- REGULAR WARRANT OF JUNE 20, 2024
REGULAR WARRANT OF JUNE 27, 2024
REGULAR WARRANT OF JULY 4, 2024
REGULAR WARRANT OF JULY 11, 2024
REGULAR WARRANT OF JULY 18, 2024

Motion by Commissioner Corr, seconded by Commissioner DeMelo to approve. Unanimous.

24-085

AWARD OF SEALED BIDS AND/OR PROPOSALS

Award of Sealed Bid for Unit 9 Steam Turbine Replacement Parts

Manager Holmes read the following memo into the record:

In March 2024 the TMLP Commission approved Major Project Request 1233 associated with TMLP purchasing Unit 9 steam turbine replacement parts. TMLP subsequently issued IFB24-16 to obtain bids from vendors for these parts. The IFB allowed for the bid award to be made in part or in whole to multiple vendors so that TMLP could ensure all replacement parts would be delivered to Cleary-Flood Station in a timely manner, while keeping cost to a minimum.

There were five vendors who responded to the IFB. TMLP evaluated the bids received. A summary of these bids is attached for your review (see Attachment 1). There were three vendors who met the IFB24-16 terms and conditions; these vendors were ATC, Prime Turbine Parts and Turbine Services. Therefore, TMLP recommends the following:

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Vendor Name	Met IFB24-16 Terms & Conditions	Recommended Award Amount
Argo Turboserve Corp. (ATC) Rutherford, NJ	Yes	\$106,872.00
Mechanical Dynamics & Analysis (MD&A) Clifton Park, NY	No	\$0.00
Power Services Group (PSG) Cape Coral, FL	No	\$0.00
Prime Turbine Parts Saratoga Springs, NY	Yes	\$118,351.89
Turbine Services, Ltd. Saratoga Springs, NY	Yes	\$231,064.00
TOTAL		\$456,287.89

TMLP is requesting the TMLP Commission to authorize the purchase of Unit 9 steam turbine replacement parts to ATC for \$106,872; Prime Turbine Parts for \$118,351.89; and Turbine Services for \$231,064 for a total award cost of \$456,287.89.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to award the bid for the Unit 9 Steam Turbine Replacement Parts to ATC for a bid price of \$106,872, Prime Turbine Parts for a bid price of \$118,351.89 and Turbine Services for \$231,064 for a total award cost of \$456,287.89. Unanimous.

24-086

Award of Sealed Bid for Lease of Multifunction Print Devices

Manager Holmes read the following memo into the record:

In response to RFP 24-03 – Lease of Multifunction Print Devices, proposals have been received from the following vendors:

- *Edron*
- *Toshiba*
- *Xerox*

Bidder	Meets Specs	5-Year Lease	Est. Print Cost 5 Year*	Total Est. 5 Year
Edron Raynham, MA	Yes	\$109,020.00	\$45,558.19	\$154,578.19
Toshiba Foxboro, MA	Yes	\$100,917.00	\$52,243.66	\$153,160.66
Xerox Nashua, NH	Yes	\$74,901.00	\$43,035.50	\$117,936.50

**Based on 2023 Print Volumes*

Color = 194,477

Black = 384,157

The MIS group recommends that Xerox be awarded the 60-month lease contract as the lowest cost bidder meeting specifications with a monthly lease fee of \$1,248.35 and a model-dependent cost per printed page of black and white as \$.0035 or \$.008 and color at \$.005 or \$0.08. The estimated 5-year cost is \$117,936.50.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to table the award of bid for the lease of multifunction print devices until the August meeting. Unanimous.

24-087

COMMUNICATIONS:

Major Project Request – City of Taunton Municipal Fiber Grant

Manager Holmes read the following Major Project Request into the record:

Project Title: City of Taunton Municipal Fiber Grant

Project Description: The City of Taunton was awarded \$242,698 through the Municipal Fiber Grant Program. Taunton requests fiber installation to Flannery Park, Weir Riverfront / Patriot Park and Davol Field.

Project Justification: The City of Taunton will fully reimburse TMLP through the Municipal Fiber Grant Program.

Alternates Considered: None

<u>Budget Estimate:</u>	<u>Project Start Year:</u>	2024
	<u>Total Amount Requested:</u>	\$266,000

Commissioner DeMelo stated just to make it clear... it is estimated to be \$242,968 but we are allowing up to \$266,000 is that correct.

Manager Holmes responded in the event, right and anything over that the City of Taunton would pay for.

Commissioner DeMelo stated OK, wonderful. So as long as it is up to \$266,000 that is fine.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to approve the Major Project Request for the City of Taunton Municipal Fiber Grant for a Budget Estimate of \$266,000. Unanimous.

24-088

Major Project Request – TMLP Network Refresh

Manager Holmes read the following Major Project Request into the record:

Project Title: TMLP Network Refresh

Project Description: Replacement of the TMLP corporate Core router, switching and wireless infrastructures. The current networking equipment is old and nearing End of Support (EOS). Strategic Planning Committee has approved this project for 2024 expenditure.

Project Justification: Upgrade of the corporate networking equipment to minimize corporate loss and facilitate growth.

- Maintain bandwidth between company locations

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- Segregate network traffic to increase network performance and security
- Prepare TMLP network for future projects, VoIP upgrade, DAHS update and SCADA update
- Replace aging equipment

Alternates Considered: Continue to maintain the existing EOS hardware, which the manufacturer will no longer support. Any potential failure could negatively impact the entire network infrastructure and halt all network communications in an out of the company.

Budget Estimate: Project Start Year: 2024
Total Amount Requested: \$600,000

Motion by Commissioner DeMelo, seconded by Commissioner Corr to approve the Major Project Request for the TMLP Network Refresh for a Budget Estimate of \$600,000. Unanimous.

24-089

Interoffice Communication from Kimberly Holmes dated July 18, 2024: Subject: Commission Stipend

Manager Holmes read the following memo into the record:

Per your request, I have compiled information regarding the Commission members' stipend. The legislation that originally established the Taunton Municipal Lighting Plant Commission in 1919 (copy attached) requires that the City Council approve the amount which the Commissioners will be paid from the receipts of the Plant.

The last change was effective January 1, 2000 increasing the members' stipend to \$6,000 from \$4,000 per year and that of the Chairman to \$6,400 from \$4,400. Attached, you will also find the City Ordinance regarding "Compensation of Elected and Appointed Board, Committee and Commission Members", detailing the process and summarizing the current stipends for all positions this ordinance applies.

In order to effectuate change, the Commission should determine the appropriate amount of their stipend. A communication can then be sent to the City Council with the recommendation, requesting their approval.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to table the request for Commission Stipend until the August meeting. Unanimous.

24-090

Presentation – TMLP Saves™

Motion by Commissioner Corr, seconded by Commissioner DeMelo to invite Ms. Sonja Britland to the table. Unanimous.

24-091

Ms. Britland introduced Senator Marc Pacheco and Mr. Louis Loura.

Ms. Britland presented the following presentation:

SLIDE #1: TMLP Saves™ - January 8 – June 26, 2024

SLIDE #2: Background

MINUTES OF JULY 23, 2024

- \$1,000,000 in ARPA funds earmarked by Senator Pacheco for "...the development of an energy efficiency program by the Taunton Municipal Light Plant that shall include, but not be limited to, providing rebates, loans and grants for the purchase and installation of energy-efficient home heating equipment and home improvements to consumers in the service area of the Taunton Municipal Light Plant..."
- Developed TMLP Saves™ program with consulting with Abode Energy Management, Energy New England and the Department of Energy Resources
- Collaborate with local financial institutions for loan portion of program
- TMLP Saves™ launched January 8, 2024
- Final funds earmarked on June 26, 2024
- TMLP Commission approved to continue to fund program, 'as is' until December 2024.
- Working on a potential TMLP Saves™ 2.0

SLIDE #3: TMLP Saves™ Rebate & Loan Program Overview

Residential Rebate Info:

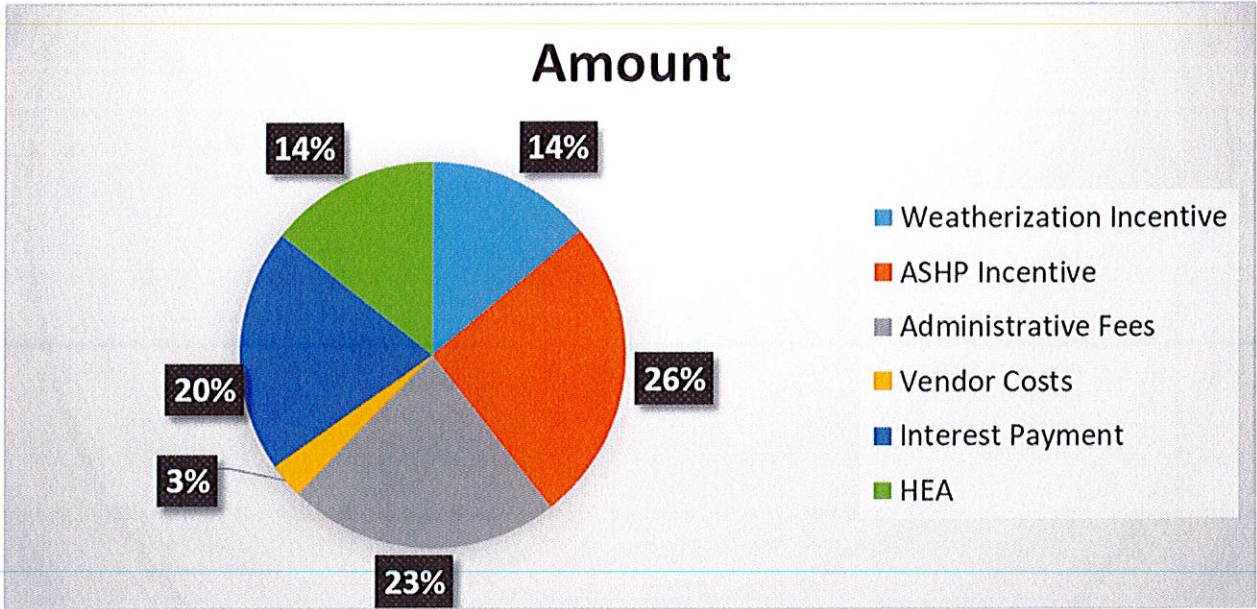
- Up to \$25,000, 7 Year Loan at 0% - TMLP will prepay interest
- Weatherization = 75% + 100% of air sealing, up to \$10,000 total
- Barrier Mitigation = 50% of total cost up to \$7,000
- ccASHP Whole & Partial Home = \$1,250/ton up to \$10,000

Low or Moderate Income (LMI) Qualified Rebate Info:

- Weatherization = 100% + 100% of air sealing, up to \$10,000 total
- Barrier Mitigation = 100% with a maximum of \$7,000
- ccASHP Partial & Whole Home Rebate = \$1,250/ton + \$1,000/ton up to \$5,000 LMI qualified adder

SLIDE #4: Funds Spent & Earmarked (June 2024)

We have paid out \$507,634.84 and earmarked remaining funds.



SLIDE #5: TMLP Saves™ 1.0 Program Data & Averages

- Total Home Energy Assessments (HEA)
 - 259 TMLP Saves eligible
 - 11 Gas customers
- Total Application (Average house size – 1,792 sq. ft.)
 - 51 Heat Pump with an average cost of \$20,500 per contract
 - 45 Weatherization with an average cost of \$4,850 per contract
 - 33 of 96 applications were ASHP & Weatherization
- Total Loans
 - 32 loans at an average amount of \$14,567
- Our customers saved a total of \$116,822 in interest payments!
- Barrier Mitigation
 - 5 with an average contract of \$1,134

SLIDE #6: TMLP Saves™ 1.0 Program Data – LMI

- LMI – Heat Pump to date
 - 4 Low-Income with an average contract of \$24,603
 - 3 Moderate Income with an average contract of \$23,286

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- Total Loans
 - 4 with an average of \$14,580
- Customers save our LMI customers a total of \$15,625 in interest payments!
- LMI – Weatherization to date
 - 2 Low-Income with an average contract of \$7,509
 - 3 Moderate Income with an average contract of \$6,272
- Barrier Mitigation (LMI)
 - 1 with a contract of \$1,478 for mold remediation

SLIDE #7: What Does This Mean for our Customers' Pocketbooks?

Conversion from Fuel Comparison	Electric Heat Pump (TMLP)	Electric Radiant (TMLP)	#2 Fuel Oil	Propane	Electric Heat Pump (National Grid)	Electric Heat Pump (Eversource)
Price per Unit	\$0.20 /kWh	\$0.20 /kWh	\$4.10 /gal	\$3.62 /gal	\$0.37 /kWh	\$0.35 /kWh
Yearly Usage	10,363	29,898	840	1,366	10,363	10,363
Yearly Cost	\$1,875	\$6,034	\$3,442	\$4,945	\$3,850	\$3,664
Yearly Savings (Converting)		\$3,942	\$1,351	\$2,854	\$1,759	\$1,573
10 Year Savings		\$39,424	\$13,509	\$28,540	\$17,589	\$15,730

Numbers are projected based on averages and not representative of customers' actual savings.

SLIDE #8: Savings & Load Growth – Say What???

	Electric	Fuel Oil	Propane	Total
Count	11	35	4	50
kWh Load Growth (TMLP)	-214,885	362,694	41,451	189,260
Expected Annual Revenue*	-\$43,367	\$73,197	\$8,365	\$38,195
Est. Annual Savings (Total Customers)	\$43,367	\$47,280	\$11,416	\$102,063

*Based on rate of \$0.20181/kWh. Average consumption of 10,363 kWh

SLIDE #9: Lessons Learned

- HUGE need in TMLP area for a heat pump, loan and weatherization program.
 - As many TMLP customers have non-gas heating sources, they cannot access Mass Save's extensive weatherization program. The popularity of the TMLP program shows that we should be helping our customers with energy efficiency as well as feeling comfortable in their own homes.
- Demand was so great, we had to limit Home Energy Assessments (step 1 in program) to 45 per month.
- Requires a lot of hand holding – would be beneficial to have on staff personnel to assist with community and program education.
 - Having on-call experts for weatherization and heat pumps helped customers make informed decisions.
- Process takes about 1-3 months – requires a lot of administrative resources.
- Need to streamline process for customers, contractors, vendors and TMLP.
- Local assistance agencies have funding to support program.
 - CFC Taunton had a grant for 13 FREE heat pumps
 - Weatherization is covered at 100% by all CAP agencies in territory
- Digitizing application & internal processes will allow for accuracy and efficiency while allowing internal TMLP visibility.
- Events are important – customers don't always have the right information.
 - Heat Pump Forum

SLIDE #10: Potential TMLP Saves™ 2.0 – Self-Funded Program

- Currently working on scenarios and analysis for self-funding
 - Mass Save customers fund the Mass Save program by paying fees on their electric monthly invoices. At this time, TMLP does not charge a program funding fee which makes our rebate amounts much less sizable than Mass Save.
 - Public Power Providers are not-for-profit meaning, we do not have shareholders to pay and a mission of competitive rates, reliable service, and exceptional customer service while being a steward to the environment. In order to do this, we will need to adjust programs and rebates to be able to fund TMLP Saves with our other rebate programs while balancing rates.

SLIDE #11: Applications Deadlines & Program Funding

- Completed Applications will be accepted until Wednesday, November 27, 2024.

- Applications received after 4:30 PM on November 27, 2024 will not be honored and if a potential 2.0 program is launched customers will need to submit under the TMLP Saves™ 2.0 Program guidelines and rebate amounts.

- Potential TMLP Saves™ 2.0 Program in 2025.

SLIDE #12: TMLP Saves™

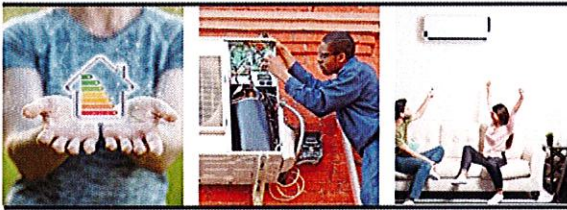
TMLP SAVES™
HEAT PUMP AND 0% LOAN PROGRAM

Increase Efficiency? Save Money?
Yes Please!!


This program offers rebates to eligible Residential and Commercial Customers for weatherization (if recommended) and installation of Cold Climate Air Source Heat Pumps (ccASHP) or Ground Source Heat Pumps.

Rebates and Incentives Include (Limited Funding Available):

- Cold Climate, Air Source Heat Pump (ccASHP) - whole and partial home
- Ground Source Heat Pumps - whole home
- 0% TMLP Saves Heat Pump Loan for energy-saving improvements, up to \$25,000 with terms up to 7 years.
- Weatherization 75%, 100% air sealing
- Income Eligible Adders available



Follow These Easy Steps to Participate in the Program:

- 1) Set up your FREE Home Energy Audit with Energy New England, (888.772.4242).
- 2) Choose an Abode approved contractor to complete the project.
- 3) Choose a participating bank ( or ) for your 0% loan.
- 4) Complete QA inspection verification.
- 5) Receive rebate within 6-8 weeks.

To learn about eligibility, current rebates, incentive details, Income Eligible Adders, and funding availability please visit <https://www.tmlp.com/go-green/tmlpsaves>



Thank you Senator Pacheco and the Commonwealth of Massachusetts!

QUESTIONS & COMMENTS:

Commissioner Corr asked the 13 heat pumps that were free from Citizens for Citizens, do you know if any of them are still available.

Ms. Britland responded it is my understanding that they are. We did not send 13 folks over there and I find that they do not really advertise it. We are seeing customers that do not qualify let alone that they could apply for a free heat pump. So I would say they are still available but I could check with CFC.

Commissioner Corr asked do you know if they would be getting involved if we did continue this program and try to get another grant.

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Ms. Britland stated absolutely. The lenders and vendors are still on board, they want to do 2.0 with us. It was a huge success for everyone involved. I mean with TMLP paying the net present value for the loans, if our customers walked in off the street and did the loans on their own, not through this program, they would have paid even more than the \$116,000, they would have paid \$155,000 so that is pretty significant.

Commissioner Corr stated the reason I am asking is I have worked with the elderly through work and they are in need of heating systems and air conditioning systems in the trailer parks and stuff like that.

Ms. Britland stated I am so impressed with CFC. They offer not only heat pumps and weatherization they also offer energy star appliances, so it is a great resource for folks that need some assistance.

Commissioner DeMelo to Senator Pacheco. Is there another \$1 million for 2.0?

Senator Pacheco stated no.

Commissioner DeMelo stated is there any way we could be supported in 2.0?

Senator Pacheco stated I would love to have the opportunity to discuss this.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to invite Senator Marc Pacheco to the table. Unanimous.

24-092

The Commission thanked Sonja for a great job.

Senator Pacheco stated thank you very much Mr. Chairman, the members and the General Manager and to everyone here. First of all thank you and thank you to Sonja and to your team here for taking the investment that was done for the reason I had spoken with your General Manager about that the Public Power companies throughout Massachusetts, while we do a great job managing systems and providing liability to customers a lot of the cutting edge work that is happening in the investor own utilities, because you do not charge the fees your customers are not able to take advantage of some of the other programs that happen in other parts of the Commonwealth. And so that is why I made sure we had this \$1 million available so that it would be a pilot to show you as Commissioners, to show the administration here as well, how you can actually make money for the TMLP and save customers money, depending on who those customers are obviously, If you take a look at the data you will find that oil base fossil fuel customers would probably save the most amount of money because they are switching over from the expensive fuel base that they have which is part of the fuel base which is the most carbon intensive so they see significant carbon reduction, our community sees significant carbon reduction when they switch from oil to electric or heat pump which is obviously electric. Less so on gas but still if the weatherization is done, and that is a big part of this program because the underlining weatherization of the homes will save the customers money in the long run and when you have private banks that are also participating and one of the things the data does not show but I would urge Sonja and the General Manager to actually go out to some of the other participating folks that participated in the weatherization and some of the other components that homeowners took advantage of through loans and you will see the economic development consequences for the community. So you are actually starting an economic development program here that creates jobs for plumbers, electricians, carpenters, it is quite significant. So that \$1 million is leveraged several fold because of the other pieces to the puzzle of putting together the right program. And to the extent you create partnerships, I was excited to hear of the partnership with CFC because for example CFC looks to see where they can save some money, limited resources that come down from the Federal Government so if you can work together in targeting some oil base customers that they have they would like to see get off of oil base systems because it is one of the overriding goals of the

Federal Government as well, but also a way you can save them some resources and save the customers some resources and in many cases some of the landlords resources. So I would urge you to move to a 2.0 type of system because it is good for the TMLP, it is good for the customer and it is good for the community as a whole because it will get you where you have to be, not by itself, but the TMLP has a requirement under State Law, not a goal, not a gee I hope we can do this someday, but a requirement to get to net zero by 2050 and if you do not have a plan that is in writing on how you get to net zero by 2050, I suggest that it would be time to develop one because you are supposed to be 50% below by 2030, that is just a few years away. This can be a small piece of that but a very important piece. Every time a home completes weatherization, and Mr. Chairman you would know this better than all of us sitting here, in terms of the weatherization programs that the TMLP has done for years but sometimes there is not a lot of customer participation. I would submit to you that some of the funding that helped finance some of the pieces you did with this program they would also be interested in participating in a zero interest program going forward around weatherization and people investing in their own properties. We have to get to net zero by 2050. Think about it, net zero by 2050 and when we really think about that, 80% of the built environment is going to be here in 2050. We will probably see a 20% change in built construction so where we need to do most of the work is right in front of us, it is the existing built environment in making homes and businesses and manufacturing facilities that are much more energy efficient in getting them to switch to more efficient systems and they need partners to do that and one of their partners in this evidence is the TMLP and the investor owned community is looking at ways to do it because they are trying to move a little more quickly, not as quickly as I would like to see them move, but they are taking advantage of the resources they have on the bills to move forward. There are a lot of customers that will save a lot of money because of what they were paying with their electric rate for the year adding to that their oil bills and any other small things they may have and you add that altogether and you put it under one electric rate in a home that has an upgrade on energy efficiency, WOW, now you start to see significant savings. So I would encourage you not to look to the State, although it is always a good suggestion, but there may be some grants coming down from the Federal Government. If you look at what happened with off shore wind with the partnership with Rhode Island, Connecticut, New York and Massachusetts and some of the other New England states that are working together in utilizing some Federal funds in that regard you will see other funds that will be used in the transportation system networks that will be done and I think you will see some focusing on the built environment as well so you always want to pay attention to that and see about ways in which you can partner. I think most of you know I try to be a leader on most of these issues and continue to do that as we go forward. I would urge you to not only be #1 doing this program with \$1 million because you got that because I wanted to see, OK let's test this out, let's see how it will work, let's take a look at the data, it is a small piece of what the potential is my point. So you have a huge potential here to bring a lot of savings to a lot more customers and you should be doing it because it is bringing down carbon emissions and it is getting you to where your requirement is anyway. What is your alternative to getting to those requirements? So I think making those investments makes sense and as Sonja said, it is a win, win, win. We are winning because we are saving customers' money, we are winning because we are bringing down carbon emissions and we are winning because we are creating an economic development program that helps put people to work, not only in the public sector but the private sector too. So I want to thank you all very much for doing this and would really encourage you, not only the 2.0 system together, in particular if you target the customer bases that makes sense as you go forward because economically you can do that, but I would also encourage you to put together that plan for 2030, 2035, 2040 and 2050 so you can look at the long range aspect of things and my final point, because we may have a hearing on this with munis, I chair the committee on post notice oversight that has subpoena powers in the Commonwealth and one of the last things I want to do with the munis in Massachusetts is to make sure that they are taking advantage of heading in the direction around solar and other renewable energy technologies that they are not moving forward as aggressively as I would like to see them move forward. I had conversations just this last few

months with companies in the Industrial Park that wanted to do more solar, they couldn't do it. Bristol Plymouth wanted to do more solar, places like the Buddhist Temple in Raynham wanted all solar, they couldn't do it in the network. They all should be able to do it. The problem is the planning implementation, the resources, the wires, the storage, the transformers, all of the technical pieces that unfortunately the General Manager has to worry about, at the end of the day you are going to have to do that anyway to meet your electrification. You could be doubling your electrification, maybe even more than that. So to do that, the investment has to be planned out and that strategy has to be put in place, not to start in 3 years from now, but to actually put the plan together now so you can start implementing. I want to be a partner in that in any way I can and be helpful. This is a great story but let's think about the future story that you want to be able to tell with the amazing time that we are in right now as a society transforming from one generation of thinking in terms of what we have as a power source into the next generation of thinking where we have a clean renewable, clean energy revolution that is taking place in this country and around the world. So you can be leaders in that and I congratulate you on the work that you are doing and allowing us to do this pilot. I think it gives you a lot of important data to move forward and embrace that future that I am talking about.

Commissioner Strojny stated thank you Senator. We appreciate your efforts and dedication to the 2050 zero emissions and all you have done and we certainly appreciate the \$1 million you gave us help forward this whole process so we thank you.

Senator Pacheco stated I think it provides an opportunity as you have a transitioning workforce going forward to actually expand workforce opportunities in different parts of the TMLP future. We can have a clean energy generation sector, can do different types of things in the future if you set it up correctly and that is what I would encourage you to do.

Commissioner DeMelo stated Senator if you want to use this presentation I am sure Sonja would love to be at a future hearing to share our success story with the other MLP's.

Senator Pacheco stated I was talking with the General Manager briefly, I was in Portugal and Italy on clean energy. It is amazing, in Portugal, a country that is a little over 10 million people, Massachusetts a little over 7.5 million people, Portugal is 80% clean energy right now so when people tell me it cannot be done and I'm looking at a section of the world that is population base of more than what we have for a population to service and a build environment that has been there a heck of a lot longer than many parts of the US, it can be done. It is a matter of providing the leadership to get it there and I am looking at the leaders that got to be embracing that futuristic position to get us where Portugal is, to where Italy is, to where so many of the other countries are.

Thank you Senator.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to dismiss Senator Pacheco. Unanimous.

Presentation – ERP System Update

Motion by Commissioner Corr, seconded by Commissioner DeMelo to invite Ms. Jennifer Ready to the table. Unanimous.

Ms. Ready presented the following presentation:

SLIDE #1: ERP System Update – Cogsdale

24-093

24-094

SLIDE #2: Transitioning from SAP to Cogsdale (Microsoft Dynamics GP)

- The CCS portion (Phase 2 & 3) began in February of 2023
 - Data Conversions began immediately
 - Unit testing began in November of 2023
 - User Acceptance testing began in April of 2024
 - Go-Live is planned for mid to late September of 2024

SLIDE #3: Changes that Customers can expect

- New Account numbers
 - Transitioning from a customer based system to a location based system
 - Customers will have all new account numbers
 - Each location will have a separate account number
 - Customers will have the option to add any or all of their accounts to their online profile and pay them together
- Better Budget Billing
 - Discounts will be based on actual usage and not affect the budget
 - Automatic Rollover

SLIDE #4: Changes that Customer can expect



CHANGES THAT CUSTOMERS CAN EXPECT

- New Bill Format
 - Simpler and easier to read

Quick Summary

Detailed Information

The usage graph

Statement

ACCOUNT INFORMATION

Service Address: 123 Main St, Apt 1
 Account Number: 555668-102204
 Billing Cycle: 03
 Billing Period: 5/29/2024 - 4/29/2024
 Billing Date: 4/29/2024
 Due Date: 5/29/2024
 Current Charges After Due Date: 1302.91
 Total Amount Due: 1879.28

PERSONAL MESSAGES

Please remember to treat the area around your meter for TMLP to access it if needed.

Meter #	Rate ID	Previous	Current	# of Days	KWH	KVA	Demand	Rate
04258-10871	ELRC_02	0007	0040	31				Actual

MONTHLY CONSUMPTION COMPARISON

Electric

Current Month Consumption: 1000 kWh
 Last Month Consumption: 950 kWh
 Annual to Date Total: 8100 kWh

ACCOUNT ACTIVITY

Previous Balance	0.00
Payment - 04/19/2024	202.00
Credit Memo	250.00
Balance Forward	408.00
Customer Charge	
One Month Price Adjustment	-1.73
Electric Rate 02	
Service Charge	14.50
Delivery Charge	3.10
Transmission Charge	3.40
Transmission Charge	2.91
Operation Charge	8.30
Rates	2.24
Residential Discount	200.00
Total Current Charges	280.81
Electric Overall Pay	218.29

SLIDE #5: Changes that Customers can expect

- Internet and Electric invoices will be separated

- The FCC requires Internet invoices to have a “Nutrition Label”
- Customers can expect something similar to the example shown here
- As mentioned previously, Customer will have the option to add any or all of their accounts to their online profile and pay them together

Broadband Facts	
Provider Name	
Service Plan Name and/or Speed Tier	
[Fixed or Mobile] Broadband Consumer Disclosure	
Monthly Price	\$00.00
This monthly price is an introductory rate	Yes / No
Time the introductory rate applies	YY months
Monthly price after the introductory rate	\$00.00
Length of contract	YY months
Link to Terms of Contract https://www.example.com/terms-of-contract	
Additional Charges & Terms	
Provider Monthly Fees	
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
Fee description	\$00.00
One-Time Purchase Fees	
Fee description	\$00.00
Fee description	\$00.00
Early Termination Fee	\$00.00
Government Taxes	Included/Varies by Location/\$00.00
Discounts & Bundles	
Visit the link below for available billing discounts and pricing options for broadband service bundled with other services like video, phone, and wireless service, and use of your own equipment.	
https://www.example.com/discounts	
Speeds Provided with Plan	
Typical Download Speed	000 Mbps
Typical Upload Speed	000 Mbps
Typical Latency	00 ms
Data Included with Monthly Price	
	000 GB
Charges for Additional Data Usage	\$/GB
https://www.example.com/data-usage	
Network Management Policy	
https://www.example.com/network-management	
Privacy Policy	
https://www.example.com/privacy	
Customer Support	
Phone:	(555) 555-5555
Website:	https://www.example.com
Learn about the terms used on this label. Visit the Federal Communications Commission's Consumer Resource Center. fcc.gov/consumer	
Unique Plan Identifier: F0005937974123ABC456EMC789	

SLIDE #6: Changes that Customers can expect

- Improved online portal
 - More payment options
 - Automatic payments
 - Current Autopay customers will need to sign up again
 - Customer Service will be available to assist

- Scheduled payments
 - Customers can schedule the date they want their payment to be made or schedule multiple payments for a period
- Customers will be able to update their own information
- Current online users will need to sign up with their new account number
- Paperless Billing
 - Current Paperless customers will need to sign up again
 - Again, Customer Service will be able to assist

SLIDE #7: Changes that Customers can expect

- Online portal continued...
 - Usage analysis
 - Historical weather
 - Solar information
- Coming Soon...
 - Outage Management System
 - Outage Maps
 - Two Way Text messaging (SMS) notifications
 - Outage Notifications from TMLP to the Customer
 - Outage Notifications from the Customer to TMLP
 - Restoral Estimations
 - Restoral Confirmation

QUESTIONS & COMMENTS:

Commission DeMelo stated is this the opportunity I mentioned through the General Manager to identify the older population to provide an extended grace period for the 5% discount that we offer.

Manager Holmes responded that once we finish this conversion and get it up and running that we could institute something like that. It should be rather quick. We did not want to do that in the middle of this process because it is just another complication while we are doing the conversion.

Commissioner DeMelo asked would that be this line "customers will be able to update their own information" is that personal information (i.e. date of birth) or stuff like that or something different.

Ms. Ready responded that will be something different because in order for us to issue a particular discount or an extended discount we would have to make an adjustment. It would be an email or an instant message or one of those things they would get to us.

Commissioner DeMelo asked so this will be the opportunity once it is up and running.

Manager Holmes stated we would have to submit something to the Commission to approve in order to even put that type of credit or extension into effect anyway.

Commissioner DeMelo stated and for everyone's information I think it is something, if you have not heard in the past, some of the elderly population do not always receive their payments at the same time when their bills come in so they are not able to take advantage of that 10 day grace period.

Ms. Ready stated they should reach out to us even now because we have the ability to change their due date to coordinate with when they get paid, even in the legacy system.

Commissioner Strojny stated I notice a Service Charge here. Did we always have the Service Charge on the invoice?

Ms. Ready responded yes. We "Unbundled" all of our accounts. So a residential account at one point were "Bundled" and customers had the option to "Unbundle" them. When it was bundled you did not see it.

Manager Holmes stated last year as part of the conversion it was decided to "Unbundle" everyone.

Ms. Ready added everyone got unbundled so instead of just seeing an energy charge and then your PPCA and your Pansy, because those change, they have to be listed separately. We have broken them all out.

The Commission thanked Ms. Ready for the presentation.

Letter from the Taunton Retirement Board dated July 17, 2024: RE: Retirement of William Olson effective September 20, 2024

Manager Holmes read the following letter into the record:

Please be advised of the retirement for Superannuation of William C. Olson an employee of the Taunton Municipal Light Plant on September 20, 2024 under the provisions set forth in Section #5 of Chapter 32 of the General Laws of Massachusetts.

Please pay regular compensation and accumulated benefits up to the day before retirement.

If you have any questions, please feel free to contact our office.

Respectfully yours,

Karen Medeiros, Assistant Executive Director

Manager Holmes stated that Mr. Olson started with the TMLP in February 2005 and is a 19 years employee.

The Commission congratulated Mr. Olson and wished him the best in his retirement.

MINUTES OF JULY 23, 2024

Motion by Commissioner DeMelo, seconded by Commissioner Corr to receive the letter of retirement for Mr. Olson and place on file. Unanimous.

24-095

ITEMS NOT REASONABLY ANTICIPATED 48 HOURS IN ADVANCE:

None.

ANNOUNCEMENTS:

Chairman Strojny announced that the next Commission meeting is scheduled to be held on Wednesday, August 14, 2024 at 4:00 PM.

Chairman Strojny stated that the next order of business is Executive Session for Competitive Advantage.

Manager Holmes stated that no votes are expected and we will be adjourning in Executive Session.

Motion by Commissioner DeMelo, seconded by Commissioner Corr to go into Executive Session for Competitive Advantage. Unanimous. (4:59 PM)

24-096

The Commission was recorded in a roll call vote to go into executive session as follows:

In Favor

Absent

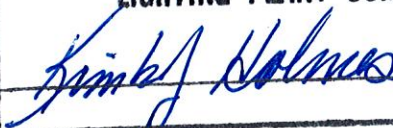
Commissioner DeMelo
Commissioner Corr
Chairman Strojny

Executive Session discussion.



SECRETARY

dmt

APPROVED: BY VOTE OF
TAUNTON MUNICIPAL
LIGHTING PLANT COMMISSION
 8/12/24
GENERAL MANAGER

EXECUTIVE SESSION

Competitive Advantage

Manager Holmes and the Commission discussed numerous topics on this subject.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to adjourn. Unanimous. (5:16 PM)

24-097