



Serving a Public Power Community

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FOR IMMEDIATE RELEASE

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TMLP Receives Two Awards from APPA

(Taunton, MA) – TMLP was recognized by the American Public Power Association (APPA) with two awards at the Customer Connections Conference in Louisville, Kentucky on October 28.

TMLP received the Silver Level Customer Satisfaction Award and the Class C Award of Communications Excellence for Print and Digital for the TMLP 125 Year commemorative book.

“We are in the public power business to serve our community,” said TMLP General Manager Kim Holmes. “To be recognized by the APPA for our dedication to excellence in customer service and print and digital is incredibly gratifying. We have a great team here at TMLP.”

Winners of Public Power Customer Satisfaction Awards are chosen at gold, silver, and bronze levels based on responses to customer surveys. TMLP received a silver award for a rating greater than 90% across the eight categories of customer service: field personnel, communication, reliability, value, outage response, innovation and overall satisfaction.

TMLP’s Communication Print & Digital award was judged based on ingenuity and creativity in telling stories through outstanding copy, design, financial data presentation, graphics, social media engagement, video editing, and web layout and interactivity. This year’s awards were judged by Will Coffman, Partner, Bullhorn Creative; Ruben Musca, Head of Production, CRAFT Media/Digital; and Cindy Simpson, Corporate Relations Manager, Urgent Care Association.

APPA is the voice of not-for-profit, community-owned utilities that power approximately 2,000 towns and cities nationwide. It represents public power before the federal government to protect the interests of the more than 54 million people that public power utilities serve, and the 96,000 people they employ. APPA advocates and advises on electricity policy, technology, trends, training, and operations.

For more information, visit TMLP.com or PublicPower.org.

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

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