

PEABODY MUNICIPAL LIGHT PLANT

Light Subjects



Community Owned. Not for Profit. It's Ours.

Summer 2019

QUICK FACTS

EMERGENCIES 24/7

978-531-5975

OFFICE INFO:

201 Warren St. Ext.
Peabody, MA 01960
978-531-5975

HOURS:

Weekdays 8:30 a.m. - 4:30 p.m.

OFFICE CLOSINGS:

9/2 - Labor Day
10/14 - Columbus Day
11/11 - Veterans' Day
11/28-29 - Thanksgiving

PAYMENT OPTIONS:

Online at www.pmlp.com or
www.pmlp.com/appsupport.html

By Mail,

PO Box 3199
Peabody, MA 01960

In Person,

See our cashier at our office
during regular business hours.

After hours, our mail slot is to
the right of the front door.

(Gate is open 7 a.m. - 11 p.m.)

Drop Box Locations:

- * South Branch Library
- * West Branch Library
- * City Hall, Chestnut St. side
- Peabody Institute Library
- Torigian Senior Center

*. Indicates 24/7 availability. Otherwise
normal business hours apply.

WEBSITE:

www.pmlp.com

MANAGER:

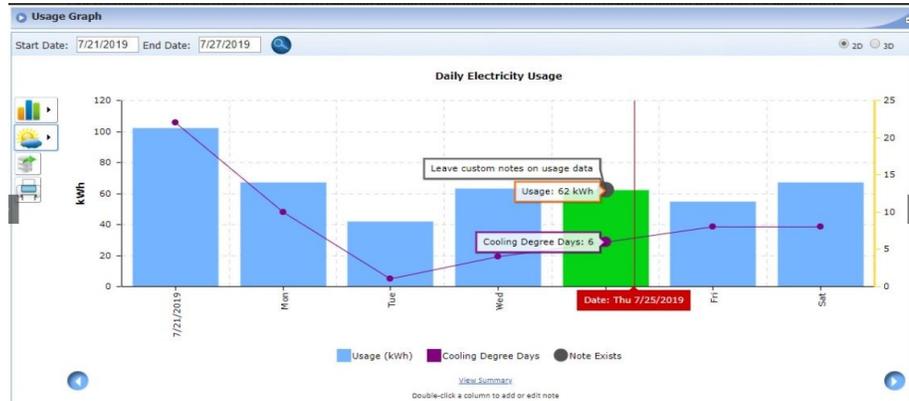
Charles J. Orphanos

COMMISSIONERS:

Thomas J. Paras, *Chairman*
Robert O. Wheatley, *Vice Chair*
Thomas M. D'Amato, *Secretary*
William C. Aylward
Charles W. Bonfanti

*Commissioners meet monthly
during the school year in the
PMLP McCarthy Auditorium
at 6:30 p.m. on the 4th Thurs-
day, except in November and
December when meetings are
held on the 3rd Thursday.*

Track Your Usage



Customers of PMLP now have free 24/7 access to detailed energy information of their electricity usage. Historical data is available back to July, 2018. This new feature of our Advanced Metering Infrastructure became available on September 3.

Track your usage, and understand how you consume electricity on different days and during different seasons. You can even overlay weather data so you can see how the outside temperature affects the amount of electricity you use.

Your desktop computer or smart phone is your key to seeing the available data. Look in the App Store or Google Play for the PMLP App and download it to get started. Or visit our Payment Portal at <https://upnportal.pmlp.com/oscpl/> to gain access from your Mac or PC.

Sign up to receive important alerts and reminders from PMLP through "My Alerts." These messages can alert you when your bill is ready, or remind you when your payments are due. You can also

view or pay your bill through the PMLP App. You can even manage multiple accounts from a single login. (Of course the best way to pay your bill is through Auto-Pay so you never miss our discount for on-time payment.)

Learn more about My Usage History by visiting www.pmlp.com/my-usage-history.html. If you have a question, send us a message through our website, www.pmlp.com, or call us at 978-531-5975.

Annual Light Bulb Sale in October



PMLP celebrates Public Power Week October 6 - 12, 2019. We join public power utilities serving 49-million Americans across the country, to help you understand how to better engage with our team, and how you benefit from our community-owned utility.

Visit our office during regular business hours that week and enjoy a cup of coffee and pastry. On Saturday October 12 come by for our annual LED light-

bulb sale from 9 a.m.—Noon. In addition to energy-saving bulbs, you can enjoy coffee, donuts and apples from Brooksby Farm.

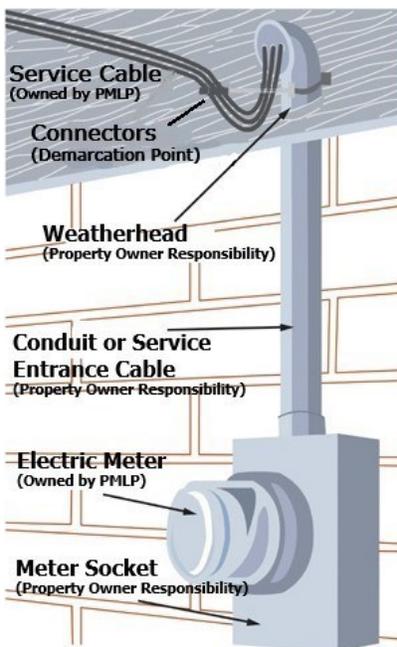
"We are proud to be community powered," said PMLP manager, Charles Orphanos. "Public power puts the people of Peabody and South Lynnfield first, and Public Power Week gives us the chance to emphasize the advantages of locally-governed, locally-owned power to our citizens."

Connecting to PMLP

With over 250 miles of wire strung through Peabody and South Lynnfield, PMLP owns quite a bit of cable. Still, there are wires that PMLP does not own, specifically, all the wiring beyond the connection point (sometimes called a point of demarcation) belongs to the property owner.

Connectors join the wires coming from PMLP poles to the cable that goes to your meter socket. While the electric meter belongs to PMLP, the socket that it plugs into belongs to the property owner. In the case of an underground service, the underground cable generally belongs to the property owner too.

Team PMLP is always on the look-



out for damaged or deteriorating equipment, whether it is owned by PMLP or the property owner. It's important to maintaining the reliability of our service, and safety to people and our environment. Replacing poles and transformers, running new cables, and even building new substations all contribute to consistent, dependable power.

We need your help too. When you have damaged electrical equipment, we ask that you seek a licensed electrical contractor to make the repairs. A delay in addressing problems can lead to loss of power, damage to property and even risk to personal safety.

If you have a question about who owns what, you can contact our community relations office at 978-573-1150.

Our Survey Says....

Earlier this year, PMLP hired GreatBlue Research to conduct a survey of our commercial and industrial customers. A similar study of residential customers was done in 2014.

The results help us improve in all areas, and give us a perspective from the customer's point of view.

"The PMLP characteristics receiving the highest satisfaction ratings were 'having professional and knowledgeable employees' (95.5%), 'easy to read and understand bills' (94.8%), and 'prompt response to outages' (94.2%)."

Thank you to all who participated. We will continue to work to give each customer outstanding, reliable electric service at the lowest possible cost.

GET THE APP!

- View Account Information
- Manage Secure Payments
- View your Payment and Bill History
- Subscribe to Alert and Reminders
- Receive Push Notifications

Need help? Call us or visit:

www.pmlp.com/appsupport.html

Never miss your discount with autopay!



Commissioner Profile



Commissioner Charles Bonfanti was born and raised in Peabody, and is a graduate of the Peabody school system. After serving in the United States Army in Vietnam as a medic, he was hired by the City of Peabody, and eight years later, joined PMLP in our substation division. He retired from the plant in 1999 after 33 years of service with the City, 20 of which were at the plant, and was elected to the Commission in 2010.

As a former employee of PMLP, Commissioner Bonfanti has valuable perspectives and keen insights. This helps PMLP continue to offer low rates and reliable service.

As well as being a Commission member, Mr. Bonfanti has served as Lighting Commission Secretary in 2012 and Vice-Chairman in 2013.

He married his wife Deborah in 1974, and they have a son, a daughter, and five grandchildren, all living in Peabody.

CONTACT INFORMATION:

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Phone: 978-977-0288

Email: cbonfanti@pmlp.com.