



Light Subjects

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

Fourth Quarter, 2020

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.

COVID-19 UPDATE:
Our office remains closed to the general public until further notice. Please see our website at pmlp.com

PAYMENT OPTIONS:
Online:

Visit pmlp.com or download our mobile app for Android or Apple.

Over the Phone by Card:
Call our cashier at 978-531-5975.

Through your bank:
Automatic payments can be arranged by calling customer service.

By Mail:
PO Box 3199, Peabody, MA 01961

Drop it off:
At PMLP (Gate is open 7a - 11p.)

At the South Branch Library
Other locations may open once building access is available.

Please, do not mail cash, and do not leave cash in drop box or mail slot.

WEBSITE:
www.pmlp.com

MANAGER:
Charles J. Orphanos

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

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

PMLP Prepares for Re-Opening

On Tuesday, March 17, in the face of the novel coronavirus, PMLP closed its office to the public. As of today, we remain closed to walk-in traffic. Service to our customers, however, remains uninterrupted. As an essential service, we took steps to ensure the integrity of the electric system, and to

ensure that power was not shut off.

Hundreds of customers have gone to electronic payments which reduce the chance of missing an on-time payment discount. For those who continue to use our drop box locations, two are still available.

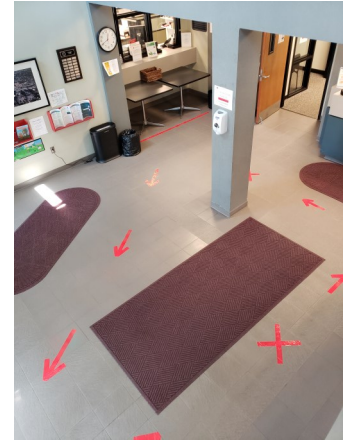
We appreciate everyone who has adapted to the new ways of doing business, and while we look forward to bringing back the in-person touch that people enjoy at PMLP, we hope that payments will remain electronic.

Other changes to "the way we always did it" required that we find new methods to receive applications for new service, accept deposits, hold a bid process, and more. Your "Team PMLP" did it.

When we are able to open our doors, we will be ready. Still, we hope that people will only visit when no other option is available.

Limiting exposure to employees remains a proven method to slow the spread of the virus.

Our lobby will be ready. We have marked off the

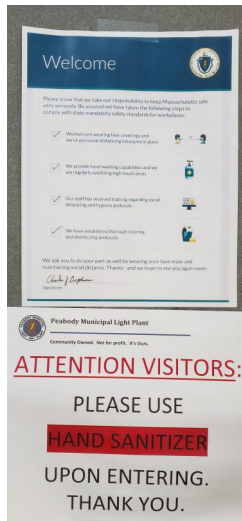


floor for proper social distancing, and installed hand sanitizer stations. We also modified service windows and added sneeze guards.

All visitors will be required to wear a mask in the building. Our public restrooms will be closed.

McCarthy Auditorium remains closed. The space had been used by community groups for everything from Toastmasters and Little League to health clinics and free computer training. While we understand the value to our friends, we are sensitive to proper disinfecting that would be required after each use.

Feel free to contact Community Relations if you have any question about our COVID-19 preparedness or our reopening plans.



keep our employees safe from COVID-19.

We adapted to the change, and in some cases, the change drove improvements!

To "keep the lights on" we rely on customers paying their bills. For those people severely affected by a reduction in hours or loss of job, protections were enacted

Beware of Scammers

If a deal is too good to be true, then guess what? It's probably intended to take advantage of you or scam you out of hard-earned money.

SCAM: We reported on our social media pages some months ago about one such scam in which people were told they had overpaid their bill, and that they were due a credit. To obtain the credit, all you had to do was give them certain bank account information and you would receive the refund. It was a scam.

TRUTH: If PMLP did owe you money off your bill, it would generally come in the form of a credit off future energy costs. If you were a renter, and moving out of our service area, any refund on a deposit, is mailed to your new address.

SCAM: People have been told that payments to PMLP can be made more convenient using their service. Of course, a fee is charged by them for this "service."

TRUTH: We do not charge you to make a payment. In fact, when paid on time, you

get a 20% discount! We try to make it easy to pay your bill. The best way to pay is by automatic payment through our online portal, our mobile apps (Android and Apple), or through your bank. You may also mail a check, use a PMLP drop box, or call our cashier with a credit or debit card.

The United Utilities Authority, a private energy utility, offered four tips on how you can protect yourself. We tailored them to PMLP:



1. Never purchase a prepaid card to avoid service disconnection or shutoff. PMLP offers a variety of ways to pay a bill, none of which requires using gift cards.

2. If you are threatened with immediate disconnection of electric service, hang up the phone, delete the email, or shut the door. Customers who are past due on their payments receive a disconnection notification in advance, typically by mail. PMLP would never send a single notification within one hour of service disconnection.
3. If you suspect an electric utility scammer, call PMLP at 978-531-5975, not the phone number that the scammer provides.
4. If you believe you have been the victim of electric utility fraud or you are threatened by a scammer, notify us and report it to the police.

It's easy to feel embarrassed if you are victim of a scam. Don't let that stop you though. Your report could help catch the scammer, or at the very least raise awareness of schemes to unfairly take advantage of others.

Hard Times Partnership Fund

Peabody Municipal Light Plant and North Shore Community Action Program (NSCAP) established the "Hard Times Partnership Fund" in 1985 to help our neighbors in need with winter heating bills. This year, unlike any past year, we will have more challenges as many people are struggling with the fallout from COVID-19. Our goal remains the same. Let's help keep our neighbors warm.

Your contributions assist the elderly and disabled, the unemployed, the working

poor, those with high medical bills, and families unable to meet winter fuel costs.

The entire community can be very proud that PMLP customers not only recognize the need, but are willing to join together and assist those less fortunate. Please consider donating this holiday season to the "Hard Times Partnership Fund" and make this winter warmer and brighter for everyone in our community.

Many families received assistance with

their heating bills last year, thanks to the generosity of PMLP customers.

Make your tax-deductible contribution to **NSCAP-Hard Times Partnership Fund**, and mail it, using the enclosed envelope, to 119 R Foster St., #13, Peabody, MA 01960.

**THANK YOU FOR YOUR
GENEROSITY AND BEST WISHES
FOR A HAPPY AND HEALTHY
HOLIDAY SEASON!**

Public Power Week Reimagined

Public Power week is the first full week of October each year, and it launches us into National Energy Awareness for the whole month. For many years, PMLP has opened its doors to the public on the Saturday of Public Power Week for a sale of LED bulbs at a deeply-discounted price. This year will be different.

The Bulb Sale is ON!

We will continue to offer LEDs this year using a pre-order system through the month of October. One order per account, and you may order up to 10 LEDs. (*Supplies are limited.*) We will prepare your order and package it in one of our PMLP

reusable shopping bags. On Saturday, November 14, we will have a Grab 'n Go event in the lower lot at PMLP on Warren Street Extension. Only pre-orders will be accepted.



Usually our LEDs are 50 cents each. This year they will be FREE when you make a tax-deductible donation of any amount to a charity that will be announced at the event.

To order your LEDs, visit www.pmlp.com and click on the "Bulb Sale" link. Please have your account number handy. If you do not have Internet access, call our Community Relations department at 978-573-1150.

On Saturday, November 14, all orders will be ready. Visit our outside pick-up point, make a donation, and take your free lamps.

Check social media for other Public Power Week events at [facebook.com/PeabodyLight](https://www.facebook.com/PeabodyLight) and [twitter.com/PeabodyLight](https://www.twitter.com/PeabodyLight)