



Peabody Municipal Light Plant

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

PRESS RELEASE

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PEABODY – The Peabody Municipal Light Plant is conducting an online survey over the coming weeks. Through GreatBlue Research Inc, data will be collected to help PMLP identify customer satisfaction and customer expectations from the utility.

The survey is designed to be taken on the Internet in 5 to 7 minutes. Customers who do not have access to a computer may request a phone survey by calling our community relations department at 978-573-1150.

The survey consists of 23 questions that cover customer satisfaction, priorities for the utility, COVID-19 response and interest in new energy saving initiatives. PMLP will gauge interested in “connected homes” services, as well as how customers like to receive information from the utility.

The address to complete the survey is <https://tinyurl.com/PMLP2021>. This address will be available on the PMLP website and promoted on social media.

PMLP manager, Charles J. Orphanos said, “We serve the public with a necessary product and we don’t want people to think we take them for granted. The answers to the survey will help us identify and address any challenges and opportunities.”

The Peabody Municipal Light Plant is the community owned, not-for-profit utility company serving the residents of Peabody and South Lynnfield.

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