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FOR IMMEDIATE RELEASE
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Press Release

Information for RMLD Customers Experiencing Financial Hardship Due to COVID-19

Reading, MA – Reading Municipal Light Department (RMLD) realizes that many of our customers have been financially impacted by the ongoing public health crisis. While the RMLD does not have authority under the filed rate doctrine to discount charges, we can support our customers who are experiencing financial hardships with a payment plan. Customers who are having difficulty paying some or all of their RMLD bill are encouraged to contact Customer Service at 781-942-6598 to discuss a payment arrangement as soon as possible.

Electric bills will continue to be processed during this period, so it is important for customers to continue to make payments if they are able to avoid a large account balance in the future. Residential monthly bills are likely to be higher than normal as increased remote work and education is being done in the home.

Regarding operations, RMLD has shifted its focus to activities that are immediately critical to the safe delivery of electric service; project work and planned outages will not be performed during this time. RMLD continues to be available to respond to outages and emergencies 24/7/365. Outages may be reported online at www.rml.com or by calling 781-942-6598.

RMLD's lobby remains closed to the public. Staff continues to be available to assist customers with bill payments and general inquiries by phone at 781-942-6598 during regular business hours (M-F 8:00 am-4:30 pm). RMLD also offers several remote bill payment options:

- Pay online at www.rml.com
- Pay by Phone: 1-844-368-3946
- Drop Box:
 - RMLD – 230 Ash Street, Reading
 - Reading Town Hall – 16 Lowell Street, Reading
 - New England Beverage – 158 Main Street, North Reading
 - Lucci's Supermarket – 223 Lowell Street, Wilmington

RMLD



Reading Municipal Light Department
RELIABLE POWER

- By Mail

The safety of our employees and the public is RMLD's top priority. Please be assured that RMLD is committed to providing safe and reliable electric service to our customers throughout this unprecedented time and beyond.

Visit <https://www.rml.com/home/coronavirus> for more information.

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About Reading Municipal Light Department: Established in 1894, Reading Municipal Light Department (RMLD) is a municipal electric utility serving over 68,000 residents in the towns of Reading, North Reading, Wilmington, and Lynnfield Center. RMLD has over 29,000 meter connections within its service territory.