

RMLD



Reading Municipal Light Department
RELIABLE POWER

For information, contact:
Joyce Mulvaney, Communications Manager
781-942-6419; jmulvaney@rml.com
www.rml.com

FOR IMMEDIATE RELEASE
November 20, 2020

Press Release

RMLD to Conduct Customer Satisfaction Survey Beginning November 30, 2020

Reading, MA – The Reading Municipal Light Department (RMLD) has hired GreatBlue Research to conduct a customer satisfaction survey to seek input in the areas of service reliability, rates, customer service, energy efficiency programs, power supply, and more. The survey will be conducted by phone and online and should take no more than 15 minutes to complete. GreatBlue will be contacting randomly selected customers to complete the survey by phone from November 30, 2020 – December 11, 2020 with the goal of completing 400 residential and 100 commercial surveys. Please note, GreatBlue will not ask for any personal or financial information when calling. Customers who are not randomly selected to complete the survey by phone will be invited to do so online at www.rml.com from December 14, 2020 – January 4, 2021.

The RMLD greatly appreciates the opportunity to receive customer input to help ensure continued successful process and program improvements. For more information, please contact the RMLD at 781-942-6598.

###

About Reading Municipal Light Department: Established in 1894, Reading Municipal Light Department (RMLD) is a municipal electric utility serving over 70,000 residents in the towns of Reading, North Reading, Wilmington, and Lynnfield Center. RMLD has over 29,000 meter connections within its service territory.