



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
December 21, 2020

Press Release

RMLD Invites Customers to Complete Customer Satisfaction Survey Online Through January 11, 2021

Reading, MA – The Reading Municipal Light Department (RMLD) hired GreatBlue Research to conduct a customer satisfaction survey via phone and online to seek input in the areas of service reliability, rates, customer service, energy efficiency programs, power supply, and more. The phone portion of the survey is complete, and the online survey link is now available.

Customers with an email address on record who did not complete the survey by phone will receive an email from GreatBlue Research with a link to the survey. GreatBlue will also send reminder emails periodically to ensure everyone who wishes to complete the survey has the opportunity to do so.

The survey link is also available at www.rml.com for customers who do not have an email address on file with the RMLD.

Customers have until January 11, 2021 to complete the survey.

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.