



HINGHAM MUNICIPAL LIGHTING PLANT

31 Bare Cove Park Drive
Hingham, MA 02043-1585
(781) 749-0134 FAX (781) 749-1396
www.hmlp.com

- *HMLP Customers* -

In an effort to protect you and our employees from the effects of the coronavirus (COVID-19) HMLP has closed its operations center until further notice. When this situation has resolved itself to the point where it is safe for everyone to have face to face interactions we will of course open the building again.

If you have no power or are experiencing an electrical emergency situation you should call 781-749-0134 during or after normal business hours. This is the regular call protocol and nothing has changed in that regard.

During this period of uncertainty we have an adequate number of field personnel on site during their regular work hours to respond to emergency or trouble calls. All additional field personnel are on standby at home and will report to HMLP's Operation Center as necessary. They can all be here in minutes. After hours "trouble" calls are being handled the same way now as before this trying time. Call 781-749-0134 and the on-call troubleman will respond. All other field operations' work is on hold for the time being.

During HMLP's normal office business hours, Monday through Thursday 0730 to 1630 and Fridays from 0730 to 1330, our customer service representatives are working from home using laptops and special telephones that will, hopefully, make their not being here in the building invisible to you. Payments can still be made at www.hmlp.com or you can drop off a check at the HMLP mailbox located outside Town Hall (they will be picked up by HMLP personnel). If you need to start or stop service please fill out the appropriate form at www.hmlp.com

We appreciate your patience during this most difficult time and we expect to continue to deliver superb service to our HMLP customers. Please don't hesitate to call 781-749-0134 if you feel it necessary.

Be safe and stay well.....