



Connections

SPRING 2015

NEWSLETTER FOR EASTON UTILITIES CUSTOMERS

Important telephone numbers:

Main switchboard
(410) 822-6110
(Customer service)

Emergencies
(410) 822-6110
(24 hours a day,
7 days a week)

Easton Cable Velocity
(410) 763-9400
(Customer service and technical support)

Easton Cable Velocity increases Internet speeds for all customers

To provide the best value for their customers, Easton Cable Velocity upgraded speeds, in some cases by more than double, on all residential and commercial Internet services.

“Our goal is to deliver the performance our customers demand at competitive prices,” said Geoff Oxnam, vice president of operations. “The Easton Cable Velocity upgrades are essential to continue to meet that goal today and into the future.”

The new speeds are the result of Easton Cable Velocity’s extensive fiber-optic resources, investments in state-of-the-art technology and acquisition of additional Internet capacity.

Packages names have also been changed.

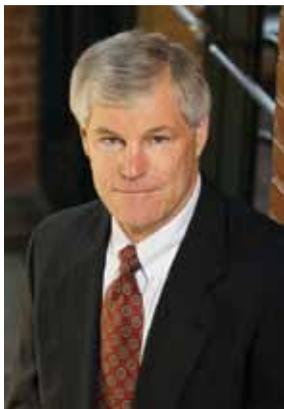
RESIDENTIAL

| Package | Old Speed (Mbps) | New Speed (Mbps) | Price (eff. 3/1) |
|-----------------------|------------------|------------------|------------------|
| Starter | 3/1 | 5/1 | \$30 |
| Value (V10, V15, V20) | 10/1, 15/2, 20/3 | 25/2 | \$48 |
| Standard NEW! | | 75/5 | \$75 |
| Ultimate (V50) | 50/4 | 100/10 | \$145 |

COMMERCIAL

| Package | Old Speed (Mbps) | New Speed (Mbps) | Price (eff. 3/1) |
|--------------------------|------------------|------------------|------------------|
| Business Starter | 3/1 | 5/1 | \$49.95 |
| Business Value (VC15) | 15/2 | 25/2 | \$99.95 |
| Business Standard (VC20) | 20/3 | 75/5 | \$150 |
| Business Ultimate (VC50) | 50/4 | 100/10 | \$190 |

Paul Moeller retires from Easton Utilities



Paul Moeller retired from Easton Utilities as Senior Vice President Finance and Chief Financial Officer after nine years of dedicated service.

Paul’s financial management talent was a tremendous asset navigating Easton Utilities’ seven business units through challenging conditions and delivering reliable service at reasonable costs. Among his accomplishments were the implementation of the company’s Energy Risk Management model, developing a comprehensive five-year business plan model and was instrumental in leading the efforts of Easton Utilities regulatory body interactions with the Public Service Commission financial staff.

“Through his unwavering commitment and professionalism, Paul leaves a rich legacy at Easton Utilities and our community is far better for his service,” said Hugh E. Grunden, President & CEO of Easton Utilities.

Did You Know?

Easton Cable Velocity uses 3,000 miles of fiber-optic cable in Talbot County.



Know what's below.
Call before you dig.

Easton Utilities
201 N. Washington St.
Easton, MD 21601

www.eastonutilities.com

Customer Safety Notice

Please read this important notice carefully.

In accordance with Federal Pipeline Safety Regulations 49 CFR, Part 192.16, Easton Utilities is required to provide the following notification:

It is the customer's responsibility to monitor, maintain and make any necessary repairs to customer-owned fuel piping and any portion of your natural gas service line which may be buried downstream of your gas meter. This includes the piping between the gas meter and your appliances. Whether the gas piping is in your basement, above or below ground, the customer is responsible to maintain it properly. If a customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.

Buried gas piping should be:

- Periodically inspected for leaks.
- Periodically inspected for corrosion if the piping is metallic; and
- Repaired if any unsafe condition is discovered.

When excavating near buried gas piping, the piping should be located in advance by calling 811 and the excavation done by hand. Any questions regarding this notice should be directed to:

James Crowley,
Manager Gas Department,
at (410) 763-9492 or
jcrowley@eucmail.com

Cable and broadcast networks drive increase in Easton Cable rates

Easton Cable programming packages have increased between \$3.45 and \$10.05 as a result of cable network and local broadcast affiliate price increases. Networks and broadcast affiliates charge all cable and satellite companies, including Easton Cable, a per-subscriber fee to carry their programming. These fees typically increase on an annual basis and are renegotiated every three to five years. As a not-for-profit, municipal cable company, Easton Cable passes along these mandatory changes in programming fees to customers without markup.

"This increase is driven by what the media corporations who provide our programming content are charging," said Geoff Oxnam, vice president of operations.

Of particular impact this year was the negotiation of retransmission consent with local network affiliates. These channels (ABC, CBS, FOX and NBC) contributed the largest share to the increase, adding more than \$3. Increases for Sports programming added almost \$3.50 and "down-tiering" or moving channels to tiers with more customers than in the previous package, added as much as \$1.50. As a result, Easton Cable's new rates are:

| RESIDENTIAL Package | Price (2014) | Programming Cost Adjustment (2015) | Price (as of Feb. 2015) |
|---------------------|--------------|------------------------------------|-------------------------|
| Basic | \$18.00 | \$3.45 | \$21.45 |
| Tier 1 | \$33.10 | \$5.20 | \$38.30 |
| Tier 2 | \$57.10 | \$8.80 | \$65.90 |
| Tier 3 | \$67.00 | \$10.05 | \$77.05 |

Easton Cable packages that include these programming tiers (including the Triple Play package) will increase with these new rates. Additionally, premium movie channels will increase by \$0.50 per movie choice.

"The Networks have an outsized impact on price increases that are way out of step with normal inflation," added Mr. Oxnam. "Consumers lose every time this happens."

By The Numbers

- Easton Utilities has 16 diesel and two combustion turbine generators which are capable of generating 69 megawatts of electric to serve the 10,000+ customers in its 54 sq. mile service area.
- Town water is pumped from six wells drilled 1,000+ feet deep and delivered thru 84 miles of water mains to serve 6,800 customers and over 550 fire hydrants.
- The Wastewater Treatment Facility serves 6,800 customers thru 90 miles of sewer mains and seven pumping stations. The water treatment plant on Glebe Road can pump 1,300 gallons a minute!
- An average of 1.2 million cubic feet of gas per day is distributed thru 82 miles of steel and plastic mains to 4,500 town residents within the 8.5 sq. mile town territory.

Committed to our Community

In keeping with our mission to enhance the quality of life in our community, Easton Utilities is proud to support many local organizations and events including...

Mid Shore Mediation
Eastern Shore Land Conservancy
Brighter Christmas Fund

CASA of Talbot County
Junior Achievement of Talbot County
Neighborhood Service Center