



SPRING 2016

NEWSLETTER FOR EASTON UTILITIES CUSTOMERS

## Easton Utilities achieves excellent customer satisfaction

Easton Utilities customers recently rated their overall satisfaction with Easton Utilities service a 94 out of 100 in an independent, third-party survey. The 94 rating is the same score achieved in 2014. Individual scores for value, reliability and customer service were in line with last year's scores in aggregate, while scoring for reliability declined slightly. The scores for value were at historic highs. Easton Utilities continues to rate well above industry averages in customer service.

"Safety, reliability and customer satisfaction are the most important measures of our performance," said Hugh E. Grunden, President and CEO of Easton Utilities. "While we are grateful for this strong vote of confidence, we know that our customers have set the bar high and that we must constantly improve to meet their expectations."

## Easton Cable Velocity adds to sports programming

Easton Cable Velocity added MLB Network (ch. 349) and MLB Network HD (ch. 194) to the programming lineup available with the Tier 3 package. MLB Network is the ultimate television destination for baseball fans, featuring the multiple Emmy Award-winning "MLB Tonight," live regular season and post-season game telecasts, original programming, highlights, insights and analysis. Coming in April, MLB Strike Zone (ch. 339) and MLB Strike Zone HD (ch. 195) will be added on the Sports Tier package. MLB Network Strike Zone provides a commercial free, high-speed trip around MLB to every game across the league with up-to-the-minute highlights, live look-ins and updates on Tuesday and Friday nights. Channels 194 and 195 require Tier 3 plus HDTV package.

## Easton energy rates held near decade lows in 2015

The average rate for electric energy declined in 2015, falling to 1.2 percent below 2014 levels. Natural gas prices declined significantly in 2015, down 11.6 percent below 2014 levels, and the lowest rate in over 10 years. The combined annual average price for electricity and natural gas is the lowest cost of energy since before 2004.

## Be aware of scams

Over the past several months scam artists have contacted customers claiming to represent Easton Utilities. If you are concerned about the authenticity of the call, please contact our customer service center at (410) 822-6110.

### 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)



Know what's below.  
Call before you dig.

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

[www.eastonutilities.com](http://www.eastonutilities.com)



Call  
**(410) 822-6110**

Natural Gas is a clean and efficient energy source to use in your home.

If you smell gas, take the following steps:

## Recognize

Natural gas is a non-toxic, colorless and combustible fuel. An unmistakable "rotten egg" odor is added to natural gas as a built-in safety signal to detect even a very small leak.

## React

If you smell gas, leave the area immediately.

## Report

Call Easton Utilities at 410-822-6110 or 911 immediately.

Easton Utilities will dispatch a technician to investigate.

**FUGAS Y  
EMERGENCIAS  
DE GAS NATURAL**  
Easton Utilities  
Servicio al cliente:  
410-822-6110

## Spring cleanup tip: Keep utility meters clear and accessible

Please help us ensure that our crews can readily and easily access your electric, gas and water meters. Shrubs and other plantings can hamper our technicians from taking accurate meter readings and can make periodic maintenance difficult. Planting such items near or around your utility meter can also pose a safety hazard. Please keep a three-foot clearance safe zone around your utility meters and transformers. At homes where a clearance zone is not kept, Easton Utilities crews will create one at the homeowner's expense. While landscaping, grass cutting and trimming in the vicinity of your utility meters, be sure to use care. Nicks and scrapes in the pipe or wire coating can lead to premature failure of your utility service.

## Backwater valves help avoid expensive and messy plumbing problems

Avoid unnecessary plumbing charges and messy plumbing problems by installing a backwater valve. If you have a below-grade plumbing drain fixture, a backwater valve is probably required in the building drain. Easton's building code requires homeowners to install a backwater valve if the flood level rims of plumbing drain fixtures are below the elevation of the manhole cover of the next upstream manhole in the public sewer. If you are not sure if you need a backwater valve, we suggest that you contact your plumber. And please remember that pouring cooking grease down the drain is always a bad idea, as it causes plumbing backups. For more information, call (410) 822-6110 and ask for Paul Moffett, Manager of the Water and Wastewater Department.

## What's on my gas and electric bill?

You may have up to seven different services provided by Easton Utilities. As a quick refresher, here are the major charges on electric and natural gas bills:

**Customer Charge:** Covers some of the fixed costs that do not change with the amount of energy you use, such as customer service and meter reading.

**Energy Rate or Purchased Gas Charge:** This includes the cost of the electricity or the natural gas Easton Utilities purchased or generated on your behalf and provided without any markup. This does not include the cost of delivering the energy to your home or office. Rates vary on a monthly basis with market conditions. For electricity, the rate is shown in cents per kilowatt hour (the energy 10 100-watt light bulbs burn in one hour). For natural gas, the rate is per 100 cubic feet (a little more than half of what the average American household uses in a day).

**Distribution Charge:** Covers the cost of operating and maintaining the distribution network necessary to deliver service to your home or office. It does not include the cost of the energy itself.

**Maryland Environmental Surcharge, Universal Service Program, Maryland Franchise Tax:** These are required by the state to fund various programs. These charges are paid to the State of Maryland by Easton Utilities. Our gas and electric rates are reviewed and approved by the Easton Utilities Commission, the Mayor and Town Council and the Maryland Public Service Commission.

## *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...*

*Neighborhood Service Center  
Mid-Shore Community Foundation  
Talbot Interfaith Shelter*

*Brighter Christmas Fund  
Easton Volunteer Fire Department  
ACE Mentor Program*