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ELECTRIC & NATURAL GAS

**Customer Reference
Guide**

2016-2017

www.eastonutilities.com

YOUR RIGHTS & OUR RESPONSIBILITIES

As your locally owned utility company, Easton Utilities wants you to know your rights as a customer and to provide you with helpful information about our services and programs.

Each quarter of the year we will give you information on our services and programs in our newsletter, *Connections*. The newsletter and other informational inserts are included in your bill. You can also visit our website at www.eastonutilities.com for more information. All utility service tariffs are available upon request or on our website.

The tariffs are part of every contract for service. All utility service contracts, improvements, and extensions shall be subject to the applicable tariff(s) in effect at the time service is provided.

We welcome your comments and suggestions. Call us at 410-822-6110, stop in, email us at info@eastonutilities.com, or write to: Easton Utilities, 201 North Washington Street, P.O. Box 1189, Easton, Maryland 21601. This information has been prepared in compliance with the Code of Maryland Regulations (COMAR) 20.30.04.03.

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INTRODUCTION

Easton Utilities is your locally owned utility provider responsible for the operation, management and maintenance of the electric, gas, water, wastewater, cable television and Internet systems for the Town of Easton and portions of the surrounding area. Easton Utilities was the first municipality in the State of Maryland to own all of its utilities. Today, it is one of two municipal operations in Maryland that can generate its own power and is the only municipally owned natural gas system. Easton Utilities is a member of, and is connected to, the PJM Interconnection, LLC power pool. This arrangement provides our customers with reliable and cost-efficient energy. Easton Utilities provides electric service to over 10,500 customers and natural gas to approximately 4,500 customers.

The operation and management of Easton Utilities is exercised by a board of three Commissioners who are local residents appointed to six-year terms by the Mayor of Easton with approval of the Town Council. The Commission and the Mayor and Town Council of Easton must approve proposed new rates. In addition, before the electric and gas rates become effective, they must be authorized by the Maryland Public Service Commission.

CUSTOMER SERVICE

Emergency Service

Call 410-822-6110, 24-hours a day, to report downed power lines, gas leaks, outages or any other emergency situation. Do not use social media, email or other forms of electronic communications to notify us about outages or emergencies as these are not continuously monitored in real time.

Customer Service Center

The Easton Utilities Customer Service Center is located at 201 N. Washington Street in Easton. Hours are Monday through Friday, 8 a.m. - 4:30 p.m. (except holidays). Telephone, 410-822-6110.

SAFETY

Miss Utility, Dial 8-1-1

Call Before You Dig - It's a Maryland law! If you are planning to dig anywhere in the state, you are required to call Miss Utility (a free utility service locator) 48 hours prior to digging by dialing 800-441-8355. Anyone failing to comply with Miss Utility laws is subject to a civil penalty of \$1,000 or 10 times the cost of repairs. Homeowners may also call Miss Utility by dialing 8-1-1.

Gas Leak

The "rotten-egg" odor added to natural gas is a built-in safety signal. If you smell gas outdoors, call us immediately. If you smell gas indoors, check pilot lights and burner valves. If neither is the cause, call Easton Utilities immediately at 410-822-6110. Our special equipment will detect the source of the leak. We will shut off the gas to secure the location and offer recommendations for repairing the problem. Never be embarrassed about calling should the odor turn out not to be a natural gas leak.

Fallen Wires

A downed electrical wire is dangerous. Stay away, warn others and call us immediately. If a wire falls across your car, do not get out of the car until emergency help arrives.

Power Lines

- Avoid overhead wires when placing or moving ladders or other metal objects.
- Do not erect antennas near power lines.
- Do not climb utility poles or towers.
- Do not climb trees that are close to power lines.
- Avoid flying kites, metallic balloons and model airplanes near power lines. If one gets caught, call Easton Utilities to remove it.
- Do not place swimming or wading pools under power lines.
- Do not allow children on or near pad-mounted transformers.
- Do not enter or attempt to retrieve anything from an electric substation.
- Do not plant tall trees under power lines.

Carbon Monoxide

Improper appliance ventilation can cause carbon monoxide poisoning. Stuffy or foul-smelling air, high humidity and an accumulation of soot from fireplaces or furnaces are signs of the buildup of this colorless and odorless gas. Overexposure to carbon monoxide is dangerous. Symptoms may include headaches, dizziness, weakness, nausea, vomiting and loss of muscle control. Prolonged exposure can lead to unconsciousness and brain damage or death. If you think you have been exposed to carbon monoxide, call 9-1-1, get lots of fresh air and seek medical attention immediately.

Tampering

Tampering with utility lines, pipes or meters is a dangerous crime. Tampering with any utility equipment may result in the termination of services and/or criminal prosecution. If you know of or suspect tampering, call 410-822-6110. All information will be kept confidential.

Outages

During severe weather, occasional electrical outages may occur. If you have an outage, call us and tell us where you live so we can correct the problem as soon as possible. We appreciate your patience during an outage and we want you to know that we make every effort to restore service as quickly and safely as possible. Customers are responsible for protecting their sensitive electronic equipment from voltage surges and fluctuations. Talk to an electrician about the proper surge protection or uninterruptible power supply for your home or office.

APPLICATION FOR SERVICE

New Service

Applications for new electric and/or gas service may be made in-person at the Customer Service Center, over the telephone or online at www.eastonutilities.com. Application for new service should be made as soon as construction plans have been completed.

Existing Service

When electric and/or gas service already exists on your premises, but is not active in your name, an application must be made, in person or over the phone, at least two working days

prior to the day you wish the service to be activated or transferred. If you lease or rent the property, please bring a copy of the lease with you.

Proof of Identity

To protect our customers' personal identity information, and in compliance with federal regulations, customers may be required to provide two forms of U.S. government-issued personal identification. One form must have a photograph. Only those authorized will be allowed to make inquiries or changes to an account. The primary customer may request that an additional person dwelling in the unit be listed on the service account. Proof of tenancy is required. All customer credentials are verified through online utility exchange.

Security Deposits

You may be required to make a security deposit (equivalent to 2 months of an estimated annual bill) to connect utility services. If a deposit is required and a good payment record is established for a period of 12 months for residential customers, or 48 months for commercial customers, we will promptly apply the deposit, with interest, to your account. If a good payment record has not been established, the security deposit will be retained. In the event an existing customer's credit becomes unsatisfactory, a security deposit will be required. All deposits are returned when service is cancelled and all amounts and interests due to Easton Utilities have been paid.

GAS AND ELECTRIC METERS

Accurate Devices

Meters are rugged, highly accurate devices that record the consumption of gas and electricity. Because your bill is based on meter readings, our meters are monitored regularly under guidelines established by the Maryland Public Service Commission to ensure they are operating accurately.

Requests for Meter Test

Upon request by a Customer, Easton Utilities shall test the Customer's meter provided such tests need not be made more frequently than once in eighteen (18) months. If tests of meters at the Customer's request are performed more frequently than once in eighteen (18) months, Easton Utilities shall charge the Customer thirty dollars (\$30) for testing a non-interval meter.

For testing a demand meter, the charge shall be rendered on a time and material basis per interval meter tested, not to exceed five hundred dollars (\$500) per interval meter tested. No charge shall be made for testing meters which upon test are found to exceed the allowable accuracy limits.

Meter Readers

Meters are read on or around the same date each month by Easton Utilities meter readers. Our meter readers wear Easton Utilities uniforms and carry identification cards that will be displayed upon request.

Unscheduled Meter Readings

When a customer requests for a meter reading of a non-demand meter on an unscheduled meter reading date, the Customer shall be charged \$25 per meter, per occurrence. For a non-scheduled meter reading of a demand meter the customer shall be charged on a time and material basis per meter not to exceed \$100 per meter, per occurrence.

Keep Your Meter & Transformer Clear

Shrubs and vegetation hamper our meter readers from taking accurate readings and can make periodic maintenance difficult. Planting such items near or around the meter and transformer poses a safety hazard. Please keep a 3-foot clearance zone around your utility meters and 6-foot clearance zone around your transformers. If you fail to keep a clearance zone, Easton Utilities will create one at your expense.

If Your Meter Stops

Easton Utilities does not estimate bills unless a meter has stopped. If your meter stops, it will be repaired or replaced and your bill will show an estimated consumption based on your prior use.

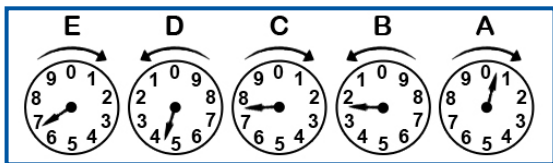
Inspection for Inactive Services

For your safety and that of our employees, prior to electric service being restored, Easton Utilities requires an inspection for services that have been inactive for one year. Inspections are carried out by the Town of Easton. For information, call 410-822-2525.

How to Read Your Meter

We encourage you to read your meter to verify the accuracy of your bills and to monitor your efforts to conserve electricity and natural gas. If you have a digital meter, simply record the

number displayed. All other non-digital gas and electric meters are read the same way, very much like a clock. Most meters have four or five dials. The pointers rotate clockwise or counterclockwise as indicated below.



1. Start with the dial on the far left.
2. Record the last number the pointer has passed. If the pointer is between numbers, the lower number is taken.
3. Use this procedure for each dial and then record the number in order.

In the example above, the correct meter reading is 64720. If the meter reading last month was 62710, then total units used this month is 2010. Each unit of gas is 100 cubic feet and each unit of electric service is 1 kilowatt-hour. To make an accurate comparison with the readings on your bill, be sure to take your own readings at about the same time the meter reader does.

BILLING

Billing Procedures

All electric and gas meters are read monthly. Customers are billed approximately one week after their meter is read.

Seasonal Rate Difference

Demand for electricity is typically higher in the summer than in the winter, as is the cost of meeting such demand. Therefore, rates reflect a seasonal difference, which is generally higher in the summer months of June, July, August, and September.

Important Notice for Property Owners

If you own and occupy real property supplied with service by Easton Utilities (except cable television & internet), you should be aware, as stated in the Charter and Code of Easton, Maryland, all amounts billed for such service constitute a lien upon your property.

Verification of Billing Accuracy

Upon request, a current rate schedule is available through the Customer Service Center or on our website www.eastonutilities.com. If you have a question about your gas and/or electric bill, we will investigate at your request and advise you of our findings.

Returned Payment Charge

Any payments given to Easton Utilities that are returned unpaid by a customer's bank will result in an additional charge of \$25 per occurrence.

Alternate Payment Plan

Customers may request an Alternate Payment Plan (APP) as an optional means for payment of service delinquent charges and to avoid service termination resulting from those delinquent charges. APP agreements shall be made through an authorized Easton Utilities representative. The unpaid balance amount of the agreement is not subject to the provisions of the late payment charge. Failure of the Customer to meet the conditions of an APP, including prompt payment of the current bill, shall constitute a breach of agreement and entitles Easton Utilities to pursue collection and termination procedures pursuant to the applicable rules and regulations of the Public Service Commission of Maryland.

Late Payment Charge

Easton Utilities' bills are payable on or before the due date shown on your bill. Late payment charges of 1.5% of the unpaid balance will be applied to bills not paid by the current due date. The cumulative total late payment charges added to the original unpaid amount will not exceed 5%.

Bill Extender

Customers who receive supplemental security income, disability payments, or other financial aid through government sponsored assistance programs may request to have their account noted to accommodate when those funds are received by calling the Customer Service Center at 410-822-6110.

CUSTOMER CHARGES

Maryland Environmental Surcharge

In accordance with Maryland state law, an environmental surcharge is imposed on all electricity generated in Maryland. The Public Service Commission determines the applicable surcharge for each fiscal year. The Environmental Surcharge is billed at a set rate per kilowatt-hour and is stated separately on your bill.

Universal Service Program

In accordance with Maryland law the Universal Service Charge is billed monthly to all electric residential and commercial customers. Universal Service Program Fund is part of the Electric Customer Choice Act of 1999 to assist low-income electric customers with arrearage retirement, bill assistance and weatherization programs.

Energy Rate/Purchased Gas Charge

The cost of fuel used in generating electricity, the cost of purchased energy and the cost of gas delivered by a pipeline changes as energy prices fluctuate. The amount you pay is the cost to us, without any makeup or profit, and is adjusted monthly. Revenue, less related cost, associated with power sold in the marketplace by Easton Utilities' generators will be used to reduce the cost to electric customers. Every effort is made to purchase energy from suppliers at the lowest cost, and to operate our plants efficiently. For electricity, the Energy Rate is shown in cents per kilowatt-hour and the total charges are shown separately on your bill. The Purchased Gas Charge (PGC) is shown in cents per CCF (one CCF equals 100 cubic feet) and the total charge appears on bills for gas customers. These charges reflect gas purchase costs, without markup, and are adjusted monthly. Calculations on which the Energy Rate and PGC rates are based are filed with the Public Service Commission for review and approval.

Electric and Gas Rate Schedules

Electric customers are billed under one of the following rate schedules:

Residential Service - available for all classes of domestic service within the Easton Utilities territory for electric service. Applicable to one-family residences or one-family apartments.

General Service - Small - This rate is available to any customer having an average maximum measured demand of 250 kW or less in the preceding calendar year.

General Service - Large - This rate is available to any customer having an average maximum measured demand of greater than 250 kW in the preceding calendar year.

General Service Primary - This rate is available for three-phase service at standard Company voltage at or below 25,000 volts. The standard voltage available depends upon the location, character and size of Customer's load.

Gas customers are billed under one of the following rate schedules:

Residential Service - available for firm gas service to customers with a separate meter in a single-family dwelling or individual apartment.

Commercial Service - available for firm gas service for customers for non-domestic purposes with average monthly usage less than 2000 CCF.

Large Commercial & Industrial Service - available for firm gas service for large commercial customers and/or industrial purposes whose average monthly consumption is 2000 CCF or greater.

Solar Service

Customers utilizing owner provided solar power are billed according to the rules established by the State of Maryland, the Maryland Public Commission and COMAR:

Under new rules effective April 2014, these customers will receive a check once every April, equivalent to the amount of all net excess electric commodity produced during the last 12 months. Easton Utilities is required to track and include the kilowatt-hour amount of excess generated electric on the bill.

PAYMENT OPTIONS

Automatic Payment Plan

Automatic payment is one of the most convenient ways to pay your monthly utility bill. Your bill is paid on the bill's due date by automatic funds transferred from your bank account or credit/debit card. For more details, please ask a Customer Service Representative.

Online Payments

Easton Utilities offers online bill payment for customers who use MasterCard, Visa, or electronic check. To register and pay bills, visit www.eastonutilities.com. Customers who make payments on the website after disconnect will need to notify the Customer Service Center at 410-822-6110.

By Mail

If you choose to pay by mail, please send check or money order only. DO NOT send cash. When paying by mail, please mail at least 7 days prior to the due date and be sure to include the bottom portion of the bill with your payment. Easton Utilities is not responsible for U.S. Postal Service delays.

In Person

Customers may make payment in person at our Customer Service Center, 201 North Washington Street, Easton. A drive-through window is located at the rear of the service center for customer convenience. Easton Utilities accepts Visa and MasterCard. Hours are Monday through Friday, 8 a.m. - 4:30 p.m. (except holidays).

By Phone

Customers may make payments with MasterCard, Visa, or electronic check by calling our Customer Service Center at 410-822-6110 Monday through Friday, 8 a.m. - 4:30 p.m. (except holidays).

After Hours

Customers may use our Quick Payment Slot, located near the drive-through window, to drop off your payments quickly after business hours. Please include the bottom portion of your bill with your payment. Do not leave cash payments in this location.

SPECIAL PROGRAMS

Budget Billing Plan

Customers may spread energy costs out evenly throughout the year by enrolling in the Budget Billing Plan. You may enroll any time after having service for at least 12 months. Contact the Customer Service Center at 410-822-6110 for more information. This service is available to all Residential Service customers and General Service – Small (electric only) customers. General Service – Small customers may only enroll in the billing months of April, May, October, and November.

SERVICE TERMINATION

Disconnection

We may terminate service for the following reasons:

- Nonpayment of utility bills or security deposit
- Failure to allow us to access our equipment
- Nonpayment of a special arrangement
- Tampering with utility owned lines, pipes or meters
- Any hazardous condition determined by Easton Utilities

We do not like to stop service to a customer and will do everything possible to avoid disconnecting service. If you are having trouble paying your bills, please let us know. Alternate Payment Plans may be arranged with our Credit and Collections representatives prior to service disconnection. Usually, we give customers two weeks advance notice before we disconnect a utility service. However, if a customer fails to notify us of an address change or fraudulently obtains service, we will disconnect service in accordance with Maryland Public Service Commission regulations. A customer may designate a third party to receive a termination notice.

Disconnection Exceptions

Customers who are elderly, handicapped, seriously ill, rely on life support, or who have any existing condition for which a termination of service would be a threat to life, health or safety, must notify us of such conditions within 14 days of receipt of notice of termination. You will be required to provide proper certification of such condition. Between November 1 and March 31, we will only disconnect a service for non-payment of bills after we certify to the Maryland Public Service Commission a proposed cutoff does not threaten the health of the occupants.

Reconnection of Service

If service is terminated for non-payment of bills, reconnection can be arranged with payment at the Customer Service Center during business hours. Upon payment of all charges, service will be restored within 24 hours. Customers are required to pay all bills owed in addition to a reconnection charge of \$35 per service for service restoration between 8 a.m. – 4 p.m. Monday – Friday excluding Company Holidays, and \$45 between 4 – 11 p.m. Monday – Friday, Weekends and Company Holidays. Disconnection of service at locations other than meter will be

\$70. No reconnections will be made between 11 p.m. and 8 a.m. Customer may be required to re-establish credit by paying a deposit.

At the Company's option, the Customer may avoid service termination for non-payment of bills by making a payment by check or money order for the past due balance due to a Company representative at the premises. In addition to payment of the past due balance, there shall be a fee of \$35 per trip to the premises for collection of payments. If a check used for payment of a service termination or reconnection is returned by the bank, the service is subject to disconnection without further notification. Any customer whose service has been disconnected will be required to pay a deposit.

LIMITED INCOME PROGRAMS

Maryland Energy Assistance Program (MEAP)

MEAP assists people with winter heating bills. It is available once each heating season begins. Customers may apply anytime during the year. However, please note grant money is only available during the months of November through March.

Utility Service Protection Program (USPP)

All customers eligible for assistance from the MEAP are eligible for participation in USPP. USPP allows utility customers to enter into an even monthly payment based on the household's fuel consumption for the previous year minus the MEAP benefit and divided by 12.

Electric Universal Service Program (EUSP)

The Electric Universal Service Program is a state program designed to help low-income customers pay the electric portion of their bills.

For more information on MEAP, USPP and EUSP, contact:

Neighborhood Service Center, Inc.

126 Port Street

Easton, MD 21601

410-763-6745 (Main)

410-822-5015 (Emergency Assistance)

Other assistance may be obtained from the following:

Talbot County Social Services
301 Bay Street, Suite 5
Easton, MD 21601
410-770-4848

OTHER INFORMATION

Complaint Resolution

If you have a question or complaint about your bill, you may contact the Easton Utilities Customer Service Department by calling 410-822-6110 or by visiting our offices. If you have a question or problem that has not been resolved to your satisfaction by Easton Utilities, you may contact the Maryland Public Service Commission at the following address:

Office of External Relations
Maryland Public Service Commission
6 St. Paul Street
Baltimore, MD 21202
800-492-0474 or 410-767-8028
Fax: 410-333-6844
Email: mpsc@psc.state.md.us
www.psc.state.md.us

Hours: 8 a.m. to 5 p.m., Monday through Friday (except holidays).

Customer Privacy

All customer records are strictly confidential. Without the customer's expressed written consent, Easton Utilities will not share specific customer information with any person or organization other than the customer unless legally bound to do so. Under no circumstances will Easton Utilities sell or otherwise distribute its customer lists. To protect our customers' personal identity information, Easton Utilities requires all customers to provide two forms of government issued ID, including a photo ID.

Employee Identification

All Easton Utilities employees are required to carry a photo identification card. If anyone comes to your home or office claiming to be an Easton Utilities employee, ask to see his or her identification card.

IMPORTANT TELEPHONE NUMBERS

Easton Utilities

Customer Service

410-822-6110

Email: info@eastonutilities.com

Reporting Outages/Emergencies

410-822-6110 (24 Hours)

Miss Utility

800-441-8355 or 8-1-1

Neighborhood Service Center

410-763-6745 (Main)

410-822-5015 (Emergency Assistance)

Maryland Public Service Commission

800-492-0474

Office of External Relations

410-767-8028

Fax: 410-333-6844

Email: mpsc@psc.state.md.us

www.psc.state.md.us



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