



# Connections

The Newsletter of Easton Utilities

Summer 2018



410-822-6110 (24/7)

Office Hours  
Monday-Friday,  
8:00am-4:30pm

Easton Velocity  
410-763-9400

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

201 N. Washington St.  
Easton, MD 21601



Para Español contactenos  
al 410-822-6110 o via  
[info@eastonutilities.com](mailto:info@eastonutilities.com)



Know what's below.  
Call before you dig.

## Easton Utilities Receives 2018 Community Impact Award



*Pictured: Ryan Snow, Deputy Secretary Benjamin Wu, Hugh Grunden, Cassandra Vanhooser, and Sam Shoge.*

The 10th Annual Talbot County Business Appreciation Breakfast focused on "Community Impact" to celebrate the contributions recognized by the public for positively impacting the community in a significant way. Easton Utilities was an award recipient based on several factors: the low rates which save customers approximately \$8-10 million annually to use in the community, the robust data infrastructure as a critical need for businesses, and the focus on resource conservation and protecting the environment. In addition, Easton Utilities invests in the workforce by offering a variety of programs including a world-class wellness initiative to place employees as a top priority.

Easton Utilities is honored to be a recipient and congratulates all the other winners: **Chesapeake Bay Maritime Museum, Eat Sprout, Oxford-Bellevue Ferry and Talbot Goes Purple.**

**EASTON UTILITIES**  
Life. Made better.™



## Easton Utilities Recognized for Reliable Service to the Community

Easton Utilities has received national recognition for achieving exceptional electric reliability in 2017. The recognition comes from the American Public Power Association ([www.PublicPower.org](http://www.PublicPower.org)), a trade group representing more than 2,000 not-for-profit, community-owned electric utilities.

They help members track outage and restoration data and compare the data to national statistics tracked by the U.S. Energy Information Administration for all types of electric utilities.

Nationwide, the average public power customer has their lights out for less than half the time, compared to other types of utilities. More specifically, **Easton Utilities has an average outage time for each customer served of just 11 minutes, compared to an average of 129 minutes** for all electric utilities in the United States in 2017.

*“We are proud to receive this recognition. It is a true testament to the hard work our teams put in to ensure the lights stay on for our customers.”*

**Arnold R. Boughner, Jr.**  
Electric Department Manager

# SCAM ALERT!

**There are all types of scams occurring daily and some are very sophisticated. We recently learned of one targeting businesses in our area claiming to be Easton Utilities and demanding a payment to prevent disconnection. Please be vigilant and remember the following:**

1. If your account is past due, you will be informed via a letter before we contact you to provide payment.
2. We **ONLY** accept cash payments in our Customer Service Center **ONLY** during business hours.
3. If you ever question the source of the information, **HANG UP** and call EU directly at 410-822-6110.



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## Easton Velocity Increases SPEED

In early April, Easton Velocity increased the speeds for four of its five internet tiers for residential customers. The free upgrades are automatic and most customers will experience the faster service instantly. However, some **customers with the current Value Internet Tier (25 mbps) may need an updated modem** to ensure the new speeds can be supported. Easton Velocity is requesting these specific customers (with current Value Internet Tier) contact Customer Service at 410-822-6110 to determine if a free modem upgrade is required. For those needing the upgrade, Easton Velocity will provide a new modem free of charge.

<del>25</del> Mbps	<del>50</del> Mbps	<del>100</del> Mbps	<del>200</del> Mbps
\$48	\$60	\$75	\$100

Prices per month. Speeds may vary. Additional fees may apply.

Visit [eastonvelocity.com](http://eastonvelocity.com) to see available speeds and pricing options.

*“Our goal is to provide the best overall experience possible to our customers with respect to speed, value, and of course, exceptional customer service and technical support.”*

Ted L. Book

Director of Cable and Communications

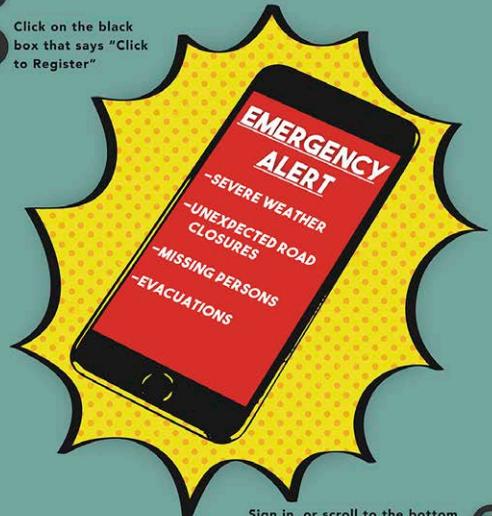


## Boy Scouts Tour EU

Chesapeake Multicultural Resource Center Boy Scouts enjoyed touring and learning how things work at Easton Utilities. Matthew Peters, troop leader, along with 36 scouts (ages 6-10) and their parents were welcomed by Hugh Grunden. The group was split and rotated through various stations; cable, electric, natural gas/water & wastewater and customer service. It was a fun filled event! If you have a group interested in a tour of Easton Utilities, please contact us at 410-822-6110 to make arrangements.

## CITIZEN ALERT SYSTEM

- 1 Go to the [WWW.Talbotdes.org](http://WWW.Talbotdes.org) website
- 2 Click on the black box that says “Click to Register”



Sign in, or scroll to the bottom of the page and click on “sign up”

Complete the form, and you will be notified in the case of any emergency selected



For Additional Assistance call  
**410-770-8160**

Click to Register for  
Talbot County  
Citizen Alerts

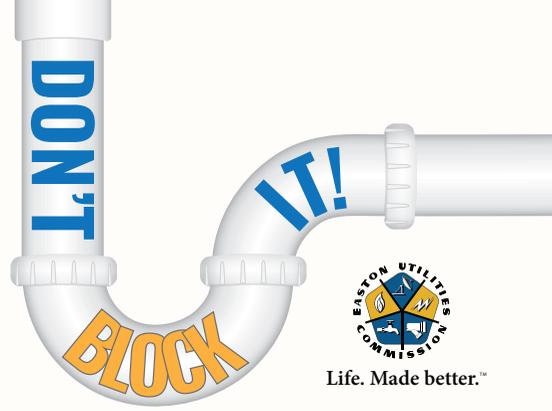


# SUMMER TIPS

Here are just a few simple things you can do to improve the energy efficiency and comfort of your home as warmer temperatures arrive:

- ⚙️ Set thermostat at 72°F or higher
- ⚙️ Cool only rooms you use and close off unused rooms
- ⚙️ Clean or replace cooling filters monthly
- ⚙️ Close drapes to block out the sun and make sure drapes do not block vents
- ⚙️ Insulate your attic
- ⚙️ Shade outdoor air conditioning equipment and keep it low to the ground to reduce energy consumption by 40% or more
- ⚙️ Use a portable fan or ceiling fan to circulate air and make a breeze
- ⚙️ Wash full loads in your dishwasher and let the dishes air dry to reduce your dishwasher's energy usage by 40%

Si esta interesado en recibir esta información en Español, por favor contactenos al 410-822-6110 ó por correo electrónico a [info@eastonutilities.com](mailto:info@eastonutilities.com).



## Prevent Sewer Backups!

Keep **F**ats, **O**ils, and **G**rease out of your drain

**FOG** includes butter, shortening, peanut butter, ice cream, cheese, milk, sour cream, cooking oils, salad dressing, gravy, mayonnaise, and meat fat.

## Easton Utilities Moves to Tobacco Free Campus

Beginning in April, Easton Utilities' Customer Service Center shifted to a 100% smoke, tobacco and vape free campus. This encompasses the building and its immediate campus, inside of all other facilities, inside company vehicles including aerial buckets and all drivable equipment, and while on residential or commercial customer's property. **"We fully support a healthy work environment and continue to work with our employees to establish safe, positive behaviors,"** stated Vicki L. Petro, Director of Human Resources for Easton Utilities.



### GET CONNECTED!

Follow Easton Utilities to get the latest news and information!

- Outage alerts
- Project updates
- Community news
- Energy tips



### 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:*

- Chesapeake Shore Leadership
- The Rotary Club
- The Vietnam Traveling Wall
- Habitat for Humanity Choptank
- Del-Mar-Va Council,
- Boy Scouts of America
- EHS After Graduation Committee