



Connections

The Newsletter of Easton Utilities

Spring 2019



410-822-6110 (24/7)

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

Easton Velocity
410-763-9400

eastonutilities.com

201 N. Washington St.
Easton, MD 21601



Para Español contactenos
al 410-822-6110 o via
info@eastonutilities.com



Know what's below.
Call before you dig.

We ❤️ our customers!



A huge thank you to everyone who took the time to complete our **Annual Customer Satisfaction Survey!** In our ongoing quest to provide exceptional customer service, we use the information you share to improve how

we do business. A third-party research firm polled 600 customers and we scored **94.8%** for **overall satisfaction!** New this year, the firm also performed an online survey where we scored **15% higher than the national average** among public power utilities across the US for customer satisfaction.



Easton Utilities received high ratings for all customer interactions!

In-person – 97.8% | Field crews – 97.3% | Phone reps – 97.1%

We value your trust and will continue working hard to serve you. Thank you for your important feedback!

EASTON UTILITIES
Life. Made better.™

Winter high school interns

Through a partnership with Talbot County Public Schools, Easton Utilities welcomed three students to participate in the internship program for the spring semester. "TCPS is thrilled Easton Utilities has expanded their internship program to accommodate our high school students by offering a unique and meaningful opportunity that will significantly help these students meet their college and career goals," stated Jodie Colombo, TCPS School-to-Career Transition Facilitator.



All three students are currently enrolled in the TCPS Career and Technology Education (CTE) program, a curriculum aimed to guide, educate and prepare students for today's workforce. During the semester, interns will work with various team members of Easton Utilities to acquire the skills necessary to perform daily departmental tasks related to their CTE program.



Easton Velocity internet upgrade

Easton Velocity, an operating department of Easton Utilities, continues making progress on the system-wide technology upgrade to improve the infrastructure that delivers high-speed internet, cable television and digital voice services to current customers. The construction of an extensive fiber optic network will offer increased speeds of up to one gigabit of capacity, enhance reliability and improve the ongoing maintenance of the system. "We are grateful for the cooperation and support from our customers as we work to continue delivering high quality services," stated Ted L. Book, Director of Easton Velocity.

Visit eastonvelocity.com/system-upgrade to learn more.



Easton Velocity
A service of EASTON UTILITIES

TALBOT COUNTY

COMMUNITY RESOURCE EXPO

Hosted by the Neighborhood Service Center & Partners | 410-763-6745

Join us to help community members learn more about the agencies and services available to assist them with various needs.

Saturday, April 6, 2019

9 am – 1 pm

Easton Elementary Moton Building
307 Glenwood Ave, Easton, MD 21601



Call 410-763-6745 to learn more.

The difference a **bulb** makes

Just how much difference does choosing a different kind of light bulb make on how much you spend on energy? Here's a quick comparison of key stats about incandescent, compact fluorescent (CFL), and light-emitting diode (LED) bulbs.



	INCANDESCENT	CFL	LED
Brightness	800 lumens	840 lumens	840 lumens
Energy used	60 watts	13 watts	9 watts
Cost per bulb*	\$1.49	\$2.49	\$3.15
Yearly energy cost**	\$7.10	\$1.54	\$1.06
Estimated lifespan	1.8 years (2,000 hours)	6 years (7,000 hours)	13 years (15,000 hours)
Total cost over 10 years	\$78.45	\$20.38	\$13.75

*Prices quoted all come from the same large retailer for comparably sized and style bulbs

**Assumes use of 3 hrs/day at average public power bundled rate of 10.8 cents/kwh

#PublicPower

Customer Safety Notice

Please read this important notice carefully.

It is the customer's responsibility to monitor, maintain and make any necessary repairs to their gas fuel piping and any portion of the natural gas service line which may be buried downstream of your gas meter.

Buried gas piping must be:

- Periodically inspected for leaks.
- Periodically inspected for corrosion if the piping is metallic.
- 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
410-763-9492
jcrowley@eucmail.com

Protect your electronic equipment

While Easton Utilities has a very low frequency and duration of electrical outages, they are unavoidable events in any electric system. Power surges or fluctuations due to unexpected outages, such as extreme weather or vehicle accidents, can cause damage. It is the customer's responsibility to protect sensitive equipment from voltage surges and fluctuations due to outages. Talk to your electrician about the proper surge protection or uninterruptible power supply for your home or office.



Keep utility meters clear and accessible

Please help us ensure that our crews can easily access your electric, gas and water meters. Shrubs and other plantings may hamper our technicians from taking accurate meter readings and can make periodic maintenance difficult. Plantings 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 six foot clearance around transformers. At homes where a clearance zone is not kept, Easton Utilities crews will make 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.

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:

ShoreRivers

For All Seasons

Talbot County Young Professionals

Neighborhood Service Center

Channel Marker

Empty Bowls