



Connections

The Newsletter of Easton Utilities

Summer 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.

Easton Utilities Recognized for Reliable Service for the Community



Easton Utilities received national recognition for achieving exceptional electric reliability in 2018. The recognition comes from the American Public Power Association (APPA), a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities. APPA helps 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.

"This recognition reflects the importance of our proactive investment in infrastructure and the commitment of our crews to ensure reliable electric service for our customers."

John E. Hines III, P.E.
Electric Department Assistant Manager

Nationwide, the average public power customer loses electricity for less than half the time of other types of utilities. More specifically, Easton Utilities has an average outage time for each customer served of just 17 minutes, compared to an average of 135 minutes for all electric utilities in the United States in 2018.

EASTON UTILITIES
Life. Made better.™

Tours of Easton Utilities



As a community-owned utility company, we enjoy sharing what we do behind the scenes. For those interested, we offer tours of our various departments and facilities. Most recently teachers participating in the Talbot Chamber Free Enterprise Workshop, special ladies from the Red Hatters, Rotary members, and even our State Treasurer Nancy Kopp have all seen Easton Utilities from the inside. It is rewarding to not only educate our customers, but enable them to better understand the magnitude of our operations. Our tours share information on how we purchase and generate electricity, the safety around our complex natural gas infrastructure, the wastewater treatment process and renewable energy sources at the Sustainability Campus. If you have a group interested in a tour, please contact us at 410-822-6110.



SOLAR BY THE NUMBERS

Powering our Community



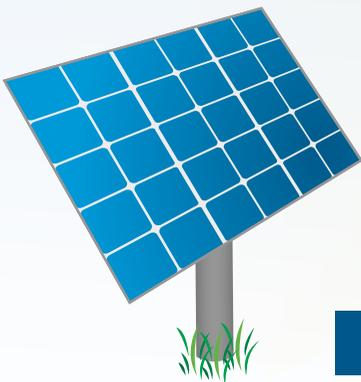
10 ACRES

7,752 PHOTOVOLTAIC MODULES

3,000,000 KWH
Annual projected output

250 EASTON HOMES
Equivalent energy use for 1 year

25 YEARS OF SUSTAINABLE POWER
Linear power output



"Sí, hablamos español."



Employees Complete Spanish 101

Working in conjunction with Chesapeake College, Easton Utilities is offering a course for employees titled Spanish for Requesting Personal Information and Data. "The curriculum is customized for Easton Utilities' employees and is aimed at preparing students [employees] to provide basic Spanish interactions for our customers' needs," said Tracie A. Thomas, Director of Accounting, Customer Service and Procurement for Easton Utilities.

Anderson Watson, a bi-lingual Customer Service Representative for Easton Utilities and a part-time employee of Chesapeake College, is the instructor. He leads the classes through progressively difficult conversations targeted to billing, services, and installation needs for cable TV and internet. Team members from a variety of departments and positions within Easton Utilities took the course over a three-week period totaling 12 hours.

Chesapeake College was instrumental in providing the curriculum and developing the customized course. "The Spanish-speaking community is growing in our region and we are proud to offer a variety of courses to help our local businesses strengthen how they communicate with this population," said Lois B. Thomas, Director of Personal Enrichment and Lifelong Learning for Chesapeake College. "It comes as no surprise Easton Utilities would take the lead in such an endeavor to demonstrate their commitment to exceptional customer service," she added.

"It is important to us to provide quality service to each and every customer and this course will enable us to better fulfill this promise."

Tracie A. Thomas

Help Us to Better Serve You

To help ensure you receive excellent customer service, Easton Utilities needs accurate contact information. This will make it easier for you to do business with us, learn about outages and updates, and strengthen our communications with you.

Here are some options to update your info:

- Call Customer Service at 410-822-6110
- Send an email to info@eastonutilities.com



Thank You!



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.

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.

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



Easton Velocity
A service of EASTON UTILITIES



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 and 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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410-822-6110 | eastonutilities.com

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:

Easton Airport Day

Flags for Heroes

TCPS Education Foundation

Junior Achievement

Channel Marker

CASA of the Mid-Shore