



FALL 2015

NEWSLETTER FOR EASTON UTILITIES CUSTOMERS

**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)



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

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

## Gas energy prices down, electric energy prices up

For the first half of 2015, natural gas energy prices are significantly lower than the same period last year, while electric energy prices are up slightly. Natural gas prices decreased 7.1% with a 5.1 cent dip from 70.8 cents per 100 cubic feet (CCF) in 2014 to 65.7 cents per CCF.

The average electric energy price rose by two tenths of a penny per kilowatt hour from 7.5 cents to 7.7 cents, a 2.7% increase over the first half of 2014. These prices include only the cost of electric and natural gas energy, not the price of their local distribution; the cost of which has not changed. As a not-for-profit utility and communications company, Easton Utilities purchases the electric and natural gas energy and sells it to our customers without any markup.

## Easton Utilities and Habitat Choptank program provides \$170,000 in energy efficiency grants

Easton Utilities and Habitat for Humanity Choptank have teamed up to help low- and moderate-income homeowners improve energy efficiency and lower their monthly utility bills. Funded by the Maryland Energy Administration's (MEA) 2015 Empower Clean Energy Communities Low to Moderate Income (LMI) grant, the "Power Up Easton" initiative will deploy up to \$170,000 in cost-effective energy efficiency measures that may include air duct sealing, appliance replacement, insulation, HVAC replacement and window replacement.



Present

**POWER UP EASTON**

"Improving energy efficiency reduces energy demand and saves customers significantly in monthly utility costs," said Geoff Oxnam, Vice President of Operations, Easton Utilities. "Teaming up with Habitat for Humanity allows us to leverage support for a greater number of customers."

To be considered for participation in the program, prospective low- to moderate-income homeowners should visit [www.eastonutilities.com/powerup.aspx](http://www.eastonutilities.com/powerup.aspx) or call (410) 819-3412. Participants must be Talbot County homeowners.



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.

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

## Easton Utilities celebrates Public Power & Gas Week

As a municipally owned utility company, Easton Utilities brings a range of benefits to the community that privately held utility companies generally do not. Across the nation, public power companies offer favorable rates, local customer service, and a commitment to the local community. Visit the Easton Utilities Customer Service Center during the week of October 5 to learn more.

### Five ways to save this fall

**Bundle with Triple Play**—Get cable, Internet & phone, a \$32 savings. Call Customer Service for details.

**Replace your panes**—Save from 7-24 percent on your monthly heating bill by replacing old windows with ENERGY STAR windows. Visit [www.energystar.gov](http://www.energystar.gov) for more details.

**Install an ENERGY STAR programmable thermostat for your gas heating system**—Save money, energy, and help fight global warming.

**Fix leaking faucets and toilets**—Save up to 500 gallons of water each month.

**Enjoy OnDemand Movies at home**—With Easton Cable OnDemand you have access to more than 6,000 hours of programming including first run movies, movie favorites and additional programming from your favorite cable networks. Save money on babysitters, gas and popcorn, try OnDemand today. (Requires Tier 3 subscription).

### Annual customer satisfaction phone survey

Easton Utilities will soon hold its annual Customer Satisfaction Survey. A third-party survey firm will conduct the telephone surveys of utility customers and Internet customers. Easton Utilities customers may be called and asked to complete a series of questions. The survey firm will not ask for any confidential or personal information such as account numbers, addresses, or social security numbers. This survey will provide an important benchmark for performance and help focus efforts on specific areas for improving customer satisfaction. If you are asked to participate, we appreciate your time and input.

### Level Billing helps with budgeting

As the winter heating season begins, consider using the Level Billing Plan to avoid high winter utilities bills. With the Level Billing Plan, you pay the same amount for your utilities every month based on your usage history, regardless of how much you use in a given month. That's particularly helpful in the middle of winter and end of the summer when bills typically increase due to the more severe weather. Once a year we true-up your account depending on whether you used more or less than budgeted. No matter what your budget amount, at the end of the year, you pay for only what you used. You may enroll any time after having service for at least 12 months. To learn more about level billing, call (410) 822-6110 or visit [www.eastonutilities.com](http://www.eastonutilities.com).

## 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...

*Talbot Paramedic Foundation  
Channel Marker, Inc.  
Talbot Interfaith Shelter*

*Midshore Riverkeeper Conservancy  
UM Shore Regional Health  
Talbot Historical Society*