



Connections

The Newsletter of Easton Utilities

Summer 2017



410-822-6110 (24/7)

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

Easton Velocity
410-763-9400

eastonutilities.com

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Easton, MD 21601



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



**Know what's below.
Call before you dig.**

William Stagg new EU Commissioner



Mayor Robert C. Willey swore in William B. Stagg as a new commissioner of the Easton Utilities Commission on May 1, 2017 for a six-year term. Mr. Stagg has 35 years of experience in the mid-Atlantic region providing private and public sector master planning, site planning and landscape architectural design services. He is currently a principal with Lane Engineering, LLC directing much of the firms land development planning, design and engineering efforts.

As a member of the Easton Utilities Commission, Mr. Stagg is charged with governance responsibilities for Easton Utilities. He succeeds David J. North who retired in April after serving for 12 years, including two years as Chairman of the Commission. "Bill's experience, knowledge and commitment to environmental preservation will be an ideal complement to our strong commission," said Hugh E. Grunden, President and CEO of Easton Utilities. Mr. Stagg resides in Easton and is active in the community. He was the past President of the Rotary Club and Habitat for Humanity Choptank.

EASTON UTILITIES
Life. Made better.™



Does this gorgeous weather make you want an outdoor kitchen?

Consider installing natural gas right to your grill or fireplace – **safe and economical!**

Call 410-822-6110 to learn more.

Customer privacy

Easton Utilities does not track, store or sell customer data, including but not limited to: personal information, browsing habits, purchasing history, etc. As a locally owned municipal utility, we value our customers above all else and will not tarnish or jeopardize this relationship by sharing or selling personal information or habits.

Visit eastonutilities.com/privacy-policy to learn more.

We value our customers

We will **NEVER** share personal customer information.

#customerloyalty

Life. Made better.™

Protect your home and office

While Easton Utilities has a very low frequency and duration of electrical outages, there 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. Easton Utilities reminds our customers they have the 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.

Did you know?

The Enhanced Nutrient Removal Wastewater Treatment Facility has made significant progress improving the quality of discharged water! The annual performance summary results show a 90% decrease in discharged nitrogen and a 97% decrease in discharged phosphorous since 2006.



Easton Velocity offers *FASTER* speeds

Easton Velocity is increasing the speeds for three of its four internet tiers for residential customers. The free upgrades recently went into effect and demonstrate Easton Velocity's commitment to customer satisfaction. "As technology evolves and the number of connected devices in the home expands, we must continue to make investments to not only meet, but exceed, the demands of our customers," said Ted L. Book, Director of Cable and Communications for Easton Utilities.

In addition to increasing speeds, Easton Velocity has also created a new tier and reduced the price of its high-end tier. "This new speed and pricing tier offer a better variety of options for the range of customer needs we serve," added Book. The increased speeds are the result of Easton Velocity's extensive fiber-optic resources, investments in state-of-the-art technology and acquisition of additional internet capacity. The upgrades are automatic; however, those wishing to change to a new tier will need to contact Customer Service at 410-822-6110.

Residential Internet Speeds/Pricing

Tier	Former Speed	Former Price	Current Speed	Current Price
Starter	5/1	\$30	10/1 Mbps	\$30
Value	25/2	\$48	25/2 Mbps	\$48
Value Plus	New	New	50/3 Mbps	\$60
Standard	75/5	\$75	100/5 Mbps	\$75
Ultimate	100/10	\$145	200/10 Mbps	\$100

Easton Utilities participates in Career Day at SSPP

To help educate and connect with the next generation, Easton Utilities participated in Career Day at Saints Peter and Paul. Crews spent the morning with the younger kids discussing how electricity works and what is done when the power goes out. Steve Ochse, CFO and VP of Finance, shared more about the role of Easton Utilities in our community with the older students. They were fascinated learning about the services we provide, with most of their questions centered around the internet.





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.

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 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.

David J. North completes his term as Commissioner

David J. North has completed his twelfth and final year as a Commissioner for Easton Utilities. Since 2005, Mr. North has been providing strategic direction and oversight for both operations and management. In his last two years, he served as Chairman of the Commission. "I have thoroughly enjoyed watching Easton Utilities grow and succeed amidst the ever-changing economy and landscape in our community," said North. "Above all, I cherished the opportunity to work with such an extraordinary organization that simply shines with pride and professionalism from top to bottom in all departments."



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:

- Rotary Club of Easton
- Talbot Historical Society
- Bryan Brothers Foundation
- Character Counts
- TC Office of Economic Development & Tourism
- For All Seasons