



Connections

The Newsletter of Easton Utilities

Fall 2018



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.**

Internet Infrastructure Upgrade



EastonVelocity
A service of EASTON UTILITIES

Easton Velocity, a service of Easton Utilities, is embarking on a system-wide technology upgrade to improve the infrastructure that delivers high-speed internet. The upgrade will offer increased speeds of up to one gigabit down, 100 MB up, improved reliability, and the capacity to support next generation services. "We are excited to bring this level of service to our customers in Easton who expect quick and seamless connectivity," stated Ted L. Book, Director of Easton Velocity.

Construction is expected to begin in early September and take approximately two years to complete the entire service territory. The construction process is designed to minimize customer outages and focuses on work by specific locations to ensure the least amount of disturbance for residences, businesses and traffic. "We are asking for patience and understanding from our customers and all residents of our community so we can optimize the services they are receiving," added Book. More details will be forthcoming as Easton Velocity is committed to keeping people informed. A website is being developed to provide real-time information at eastonvelocity.com.

EASTON UTILITIES
Life. Made better.™

Servicio al Cliente Bilingüe

Bilingual Customer Service

Español / English

24
horas al día
hours a day

7
días de la semana
days a week

365
días al año
days a year



Life. Made better.™

410-822-6110 • 201 N. Washington St. • Easton, MD 21601



Bilingual Customer Service

Easton Utilities is committed to providing exceptional service to all customers and is working to extend our reach to a growing population of customers. We are pleased to announce the addition of Anderson Watson as our new bilingual Customer Service Representative. "We strive to provide the same level of excellent service to every customer and this is just one

example of how we can meet the specific needs of some customers," stated Tracie A. Thomas, Controller and Manager of the Customer Service Department for Easton Utilities.

Annual Customer Satisfaction Phone Survey

Starting soon! If you are asked to participate, we appreciate your time and input.

High Temps May Impact Your Bill

The average daily high temperature between July 16 and August 16 was **87.5°!** This consistently warm time period may have an impact on your bill. We offer special payment arrangements to customers who may have trouble paying bills. Please call 410-822-6110 or stop in to talk with our Credit and Collections department.

Going Purple... Again!

Easton Utilities is proud to support "Talbot Goes Purple" a substance abuse awareness program that will engage our community and youth to stand up against substance abuse. Talbot Goes Purple is an initiative from Talbot County Sheriff's Office and Tidewater Rotary, in partnership with several other organizations.

Again this year we will light up:

- The Town - September 1st
- The Courthouse - September 5th



Learn more at
talbotgoespurple.org

Come Visit us!

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.

October 1 – 5, 2018 | 8:00 am – 4:30 pm

Workplace Wellness Award

Easton Utilities earned a Gold Medal as a 'Healthiest Maryland Business Wellness at Work' recipient. To receive this award, businesses must have an established worksite wellness program, along with practices and strategies in place to include a workplace health improvement plan. The program includes a comprehensive wellness scorecard with activities such as health risk assessments, biometric screenings, wellness seminars, lifestyle improvement activities and programs, wellness challenges, community engagement and gym attendance.

"As a mission-driven organization, we aim to enhance the quality of life in our community and for our employees. Prioritizing wellness is a perfect example of this as we believe healthy employees are happy and productive employees," said Vicki L. Petro, Director of Human Resources for Easton Utilities.



Tips to Help Boost Your Internet Speed

Avoid Wireless Signal Interference

Household appliances and even your neighbors' wireless networks can interfere with your computers. Reposition your router for better performance and change your Wi-Fi channel to avoid slow internet connections.

Find the Perfect Spot for Your Router

Wireless routers work by sending radio signals outward in all directions. For the best signal, put the router out in the open, free of any walls and obstructions.

Turn Off Unused or Extra Internet-Connected Devices

Data usage can really add up! Using multiple phones, tablets, smart TVs, computers, video game consoles and other devices on your shared home network can dramatically reduce your connection.

Stop Background Programs

Some software applications run background processes that are hidden behind other apps and can affect speed and deplete the battery life.



SMELL GAS?

Call
410-822-6110

Natural Gas is a clean and efficient energy source to use in your home.

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.

FUGAS Y EMERGENCIAS DE GAS NATURAL
Easton Utilities
Servicio al cliente:
410-822-6110



Impressive Interns

In early June, seven fresh faces arrived at Easton Utilities eager to participate in the summer-long internship program, now in its eighth year. Led by Melissa Book, Human Resources Assistant, the program is a formal, comprehensive experience consisting of tours, learning workshops, projects and presentations. It has helped many interns secure full time positions with both Easton Utilities and elsewhere upon graduating.

- **Julie Andrew**, Business Management Major from Salisbury University
- **Eddie Burgstahler**, Accounting Major from University of Maryland
- **Sydney Chance**, Graphic Design Major from NC State
- **Emily Cohoon**, Environmental Studies and GIS Major from Salisbury University
- **Martha Hutzell**, Information Systems Major from Salisbury University
- **Trevor Nier**, Mechanical Engineering Major from Virginia Tech
- **Erin Sauter**, Computer Science and English Majors from Washington College

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:

- Shore Leadership
- Easton Airport Day
- Chesapeake College Foundation
- Easton National Night Out
- Talbot Interfaith Shelter
- Easton Volunteer Fire Department
- Talbot Goes Purple