



Connections

The Newsletter of Easton Utilities

Spring 2020



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 presents

CYBER DEFENSE 101

A **FREE** informative event for the community.

LEARN ABOUT TODAY'S CYBER THREATS.

April 2, 2020

6:00 - 7:00 pm

The Milestone | 9630 Technology Drive | Easton, MD 21601

Light refreshments provided.

Register for **FREE** at eastonutilities.com/events

Presented by Fred Christie, Chief Information Security Officer at Easton Utilities.

EASTON UTILITIES
Life. Made better.™

John Hines Promoted to Electric Department Manager



Easton Utilities named John E. Hines III, P.E., as the Electric Department Manager. In this position, John is responsible for all aspects of the operation for the safe generation and delivery of power from transmission through distribution to the customer. "I am honored to be chosen as the next leader of this department comprised of knowledgeable, dedicated individuals focused on providing safe and reliable service to our community," stated Hines.

John joined Easton Utilities in 2004 and has held several positions within the Electric Department. In this role, he replaces Arnie Boughner who retired from Easton Utilities in January as the Electric Department Manager for over 17 years. John will

now oversee six divisions that operate and maintain the power plants, substations and distribution infrastructure along with the vehicle fleet for all of Easton Utilities. "We are fortunate to have John on our team as he has demonstrated his commitment to safety and reliability during his 15+ years with Easton Utilities," said Hugh E. Grunden, President and CEO of Easton Utilities.

Get counted in the upcoming 2020 Census

Completing your census form ensures our community receives the support we need to live, work, play and grow. Around mid-March, households will begin receiving official Census Bureau mail with detailed information on how to respond to the 2020 Census online, by phone, or by mail.

The Census is **IMPORTANT!**

Every person counts to ensure funding is provided.

The Census is **EASY!**

Complete the form by mail, phone or online.

The Census is **SAFE!**

Data is collected for statistical purposes **ONLY**.

Learn more at 2020census.gov.



TALBOT COUNTY COMMUNITY RESOURCE EXPO

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

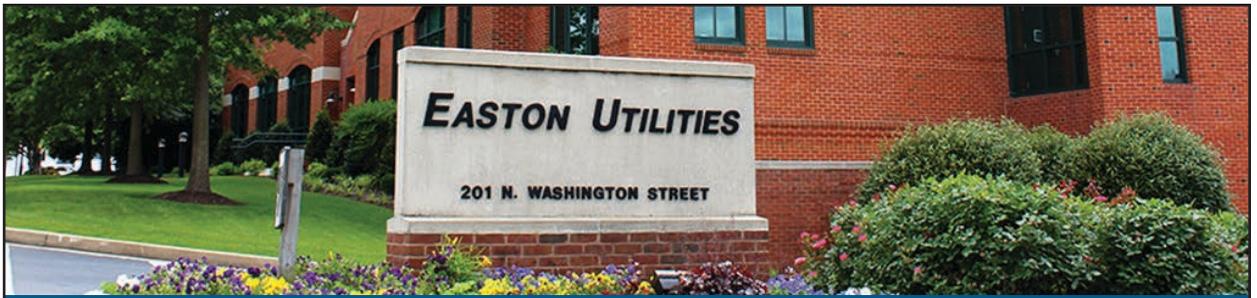
Join us to help community members learn more about the agencies and services available to assist them with various needs.

Saturday, April 4, 2020
10 am – 1 pm

Easton Middle School
201 Peachblossom Rd, Easton, MD 21601



Call 410-763-6745 to learn more.



COLLEGE INTERNSHIP PROGRAM

Gain valuable experience.
Increase networking possibilities.
Learn more about your field of study!

The 2020 program runs from mid-May to mid-August.
Open to students entering Junior or Senior year.



Life. Made better.™

Apply by **March 31, 2020**

Visit eastonutilities.com/college-internship to learn more.

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 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.



We ♥ Our Customers!



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



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 1,353 customers and we scored **91.5%** satisfaction for utility services overall.

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

Easton Utilities received high ratings for all service representatives!

In-person – 96.0%

Field Crews – 94.4%

Phone Reps – 94.7%

Tech Support – 92.6%

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:

Brighter Christmas Fund

Pickering Creek Audubon Center

Junior Achievement

ACE Mentors Program

Building African American Minds

Talbot Interfaith Shelter