

Connecting Our Community



Life. Made better.™

YEAR IN REVIEW
2020

While 2020 was an exceptionally unique year, through it all Easton Utilities remained committed to delivering the essential services our customers have come to rely on in their daily lives.



Easton Utilities continues to evolve as a leader in the utility sector. This Year in Review summary offers a brief snapshot of Easton Utilities' operations and the positive impact we have on the community we serve in ways extending well beyond the services we provide.

We continue to demonstrate our ongoing fiscal responsibility by seeking out opportunities that are financially sound and operationally smart. We represent our commitment to environmental stewardship through resource conservation and champion initiatives focused on regaining ecological integrity in vulnerable areas within our service territory. We also proudly display our unwavering support for our community by offering assistance in numerous ways to the many organizations who work tirelessly to make positive impacts on Easton and the surrounding areas of the beautiful Eastern Shore we call home.

On behalf of everyone at Easton Utilities, I deliver the promise to provide safe and reliable services at competitive prices, with an exceptional level of customer service. We appreciate the opportunity to serve our community and will continue to strive for improvement across our organization.

A handwritten signature in blue ink, reading "Hugh E. Grunden". The signature is fluid and cursive, with the first name "Hugh" being the most prominent.

Hugh E. Grunden, P.E.
President & CEO



Life. Made better.™

Mission

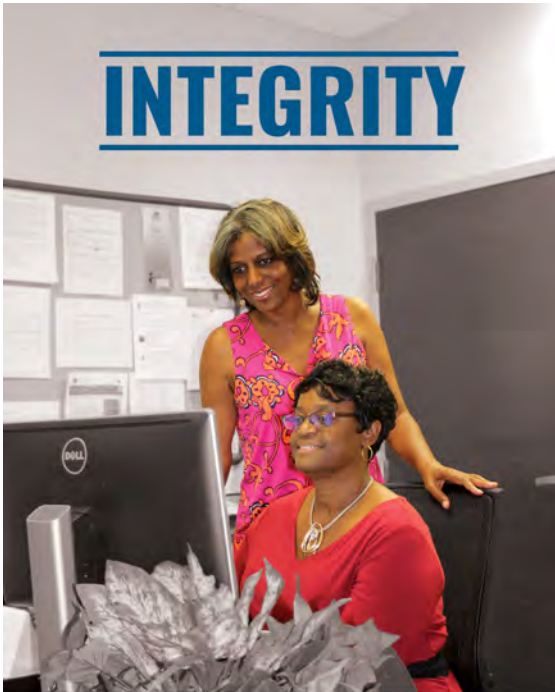
To enhance the quality of life in our community by providing reliable, competitively priced utility and communications services through skilled, safety-oriented and customer-focused employees.

Vision

To be recognized by our community as providing unquestionable value.

Core Values

INTEGRITY



Operating with uncompromised values.



COMMITMENT



Unwavering dedication to our customers, our employees, our community, and our environment.



EXCELLENCE



An obvious distinction in all we do.





OUR PEOPLE

153

full time
employees

83

employees over
10 years tenure

1,965

years of
experience

14.25

average years
of service

2,786

training hours
annually

45

average age

Lower Rates = Savings



31%

LESS expensive than
other ELECTRIC providers



28%

LESS expensive than
other GAS providers



33%

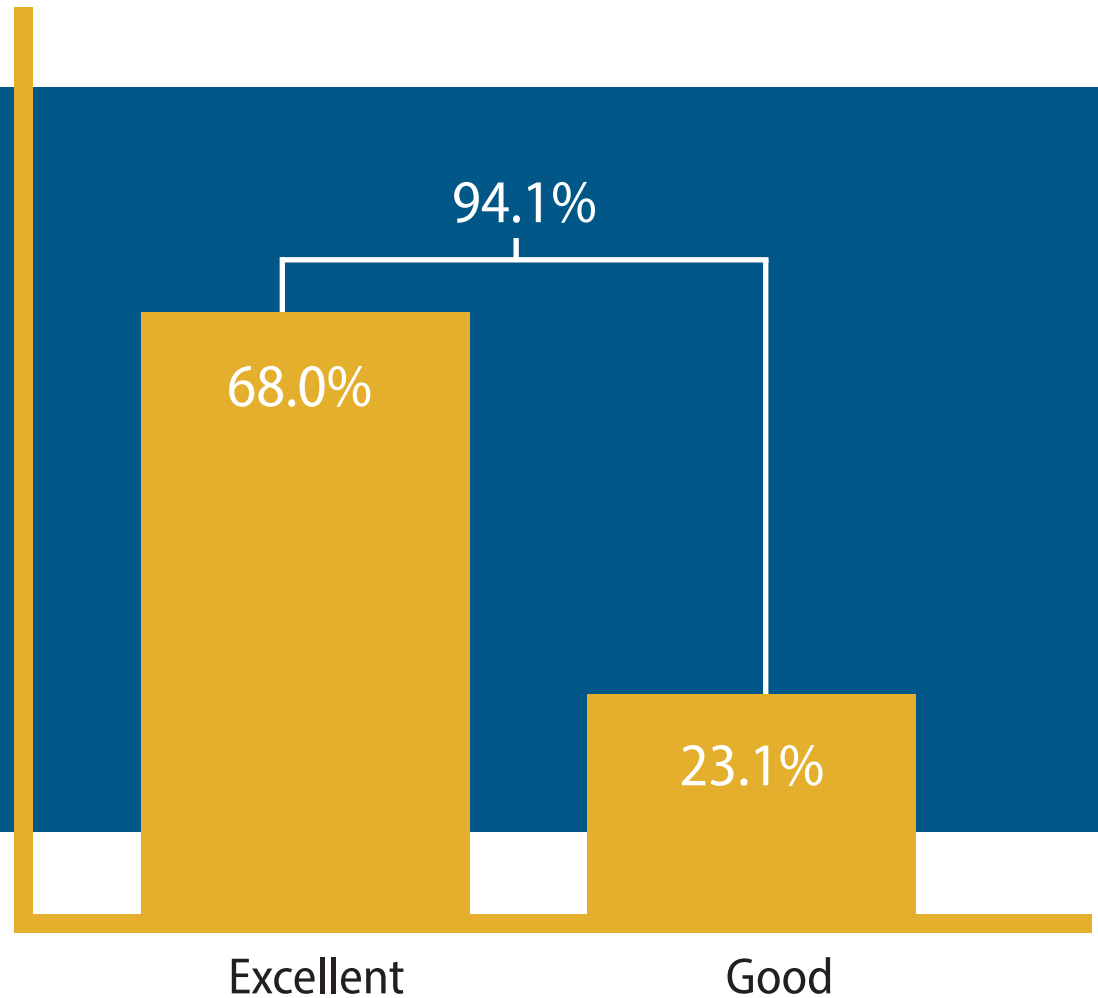
LESS expensive than
other WATER providers

Customer Satisfaction



94.1%

Easton Utilities
overall customer satisfaction



National Public Power overall satisfaction rating: **70.5%**



Electric

- 54 sq miles
- 10,804 customers
- 69 megawatts generation



Natural Gas

- 8.5 sq miles
- 4,476 customers
- 100 miles of mains and services



Water

- 122 miles of water mains
- 7,110 customers
- 788 fire hydrants



Wastewater

- 120 miles of sewer mains
- 7,110 customers
- 20 pumping stations



EastonVelocity

A service of EASTON UTILITIES



8,392

broadband customers



250+

miles of infrastructure



300%

increase in broadband speed

4,971

video customers

275

cable channels

*Local
Customer Service*



*No
Contracts*



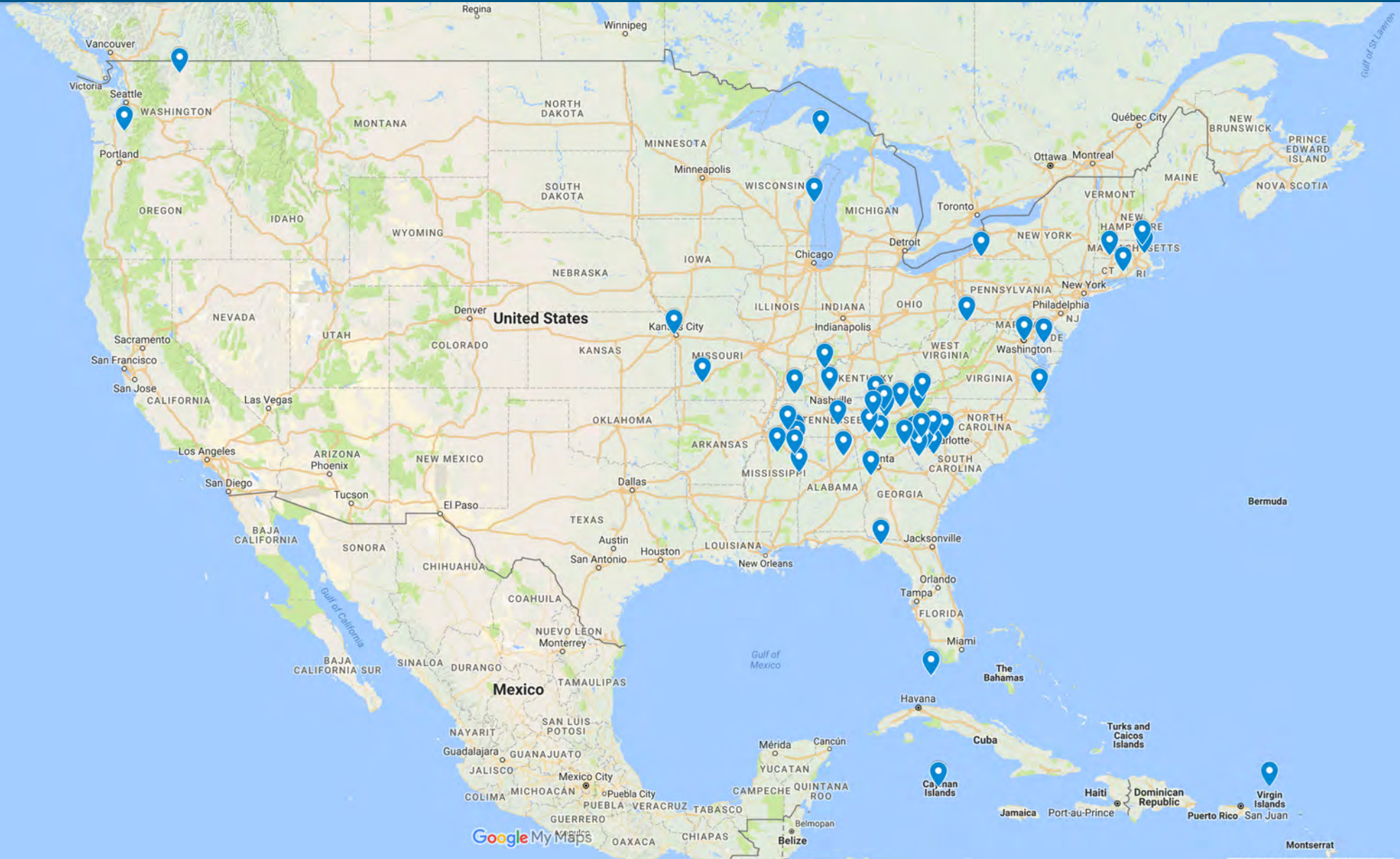
*The Fastest
Speeds in Town*





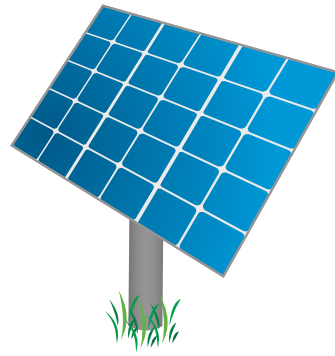
Professional Services

- 60 national utility customers
- 50 local business customers
- 20 products available



Sustainability Campus

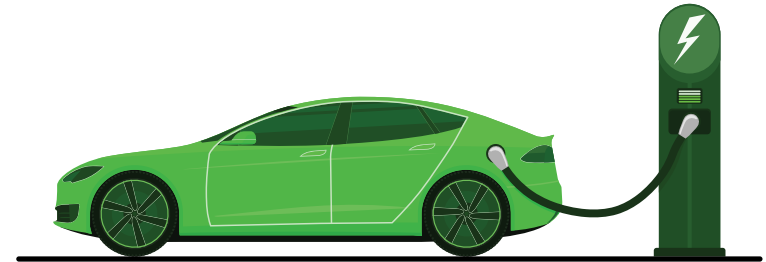
- 2 MW Solar Array spans 10 acres and provides enough energy to power 250 homes annually
- Landfill Gas generator has destroyed over 3 millions lbs. of methane
- Enhanced Nutrient Removal Wastewater Plant treats and processes 2 million gallons of water daily



Powering Change

EV Charging Station

- Installed the first EV charging station in downtown Easton (Brewers Lane)
- A total of four Level 2 “destination” chargers (two Tesla and two universal)
- Supporting green transportation alternatives for visitors and residents of Easton



Conservation Efforts

- Completed an invasive species plant removal along Bay Street (200+ hours)
- Formed an EU Environmental Committee to focus on ecological integrity initiatives
- Planted 24 trees within the service territory as a green-scaping program

Environmental
Stewardship
Committee



Life. Made **greener.**[™]

300+

hours volunteered
by employees

\$45,000

donated by EU

60+

organizations
supported

492

hours learning
Spanish

We

Love

Our Community

45

employees delivering
food during COVID

4

free WiFi Hotspots
around Easton

1

free Cyber
Security Event

Countless

other ways we helped
the community

Looking Ahead...

Renewable Energy

To help pursue a sustainable future, we will continue exploring cost effective options to invest in more renewable energy resources.

IPTV (Internet Protocol Television)

This new technology is replacing the traditional cable and satellite services to offer an enhanced customer experience.

Water Treatment Plant

Providing clean, safe drinking water is a priority and with state-of-the-art technology, a new water treatment plant will improve performance and reliability.

New Customer Information System

Ensuring accuracy and efficiency with billing and customer service is imperative to our operations so we are preparing to implement a new system.

Invest in our People

Easton Utilities believes that our people are our biggest asset. We proactively invest in our people through a variety of deliberate development initiatives focused on leadership, wellness, cultural competency and mentoring.

Connect Talbot

Easton Velocity will embark on a five-year project to provide broadband access to a substantial number of residents and businesses with insufficient service in Talbot County.