



# Connections

The Newsletter of Easton Utilities

Spring 2021



410-822-6110 (24/7)

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

**Easton Velocity**  
410-763-9400

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

201 N. Washington St.  
Easton, MD 21601



Para español contactenos  
al 410-822-6110 o via  
[info@eastonutilities.com](mailto:info@eastonutilities.com)



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

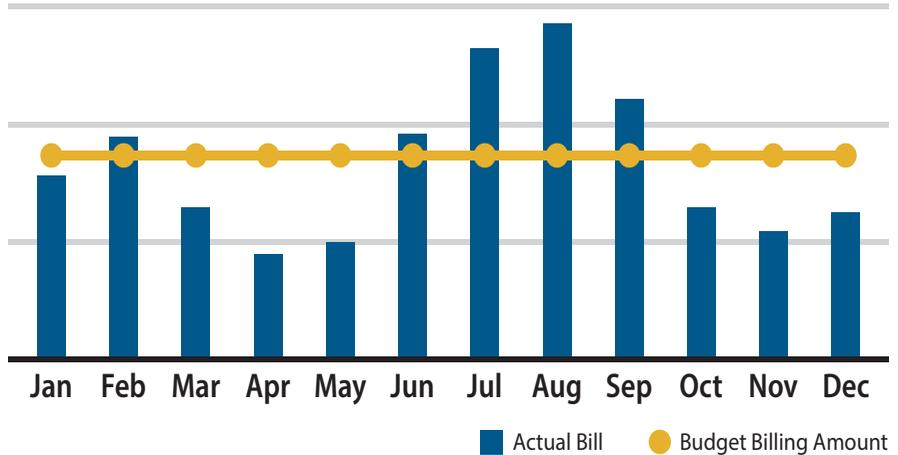
## BUDGET BILLING

### Spread out your energy costs

If you want consistency and peace of mind, consider enrolling in the Budget Billing Plan where you can spread out energy costs evenly throughout the year. With the Budget 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.

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 only for what you used.

You may enroll any time after having service for at least 12 months. Contact Customer Service at 410-822-6110 for more information. This service is available to residential customers only.



Call 410-822-6110 to  
**ENROLL TODAY!**

**EASTON UTILITIES**  
Life. Made better.™

# We ❤️ our customers!



Customers rated their overall satisfaction with Easton Utilities at near-record levels in this year's Customer Satisfaction Survey. "As a municipal utility owned by our customers, our most important performance metric, outside of safety, is customer satisfaction," said Hugh E. Grunden, President & CEO of Easton Utilities.

Each year, Easton Utilities retains an independent, third-party research firm to conduct a statistically valid survey with a random sampling of customers. This year, 10% of our customers participated in the digital survey conducted by Great Blue Research. Easton Utilities received an overall satisfaction rating of 94.1%, which exceeds the national average rating of 73.5% for public power utilities according to the Public Power Data Source. Great Blue Research polls customers on a set of questions focused on customer service representatives, field crews, technical support, the quality of the electric, gas, water/wastewater, and internet/cable/phone services as well as communication preferences.

*A huge thank you to everyone who took the time to complete the survey this year. We appreciate your feedback and will continue working hard to serve you!*

Easton Utilities received high ratings for all customer interactions!

**In-Person – 97.8% | Phone Reps – 97.0% | Field Crews – 97.5% | Tech Support – 96.4%**

## Retirements



**Ron McCarty**  
40 years of service



**Dallas Johns**  
41 years of service

## Do you need help paying your energy bill?

The **Office of Home Energy Programs (OHEP)** provides bill assistance to low-income households in the State of Maryland to make their energy costs more affordable and to help with the prevention of loss and the restoration of home energy service.

The **Maryland Energy Assistance Program (MEAP)** provides financial assistance with home heating bills. Payments are made to the fuel supplier and utility company on the customer's behalf.

The **Utility Service Protection Program (USPP)** is designed to protect low-income families from utility turn-offs during the heating season. All MEAP eligible customers may participate in USPP. Participation also requires a year-round even monthly budget billing.

The **Electric Universal Service Program (EUSP)** provides financial assistance with electric bills. Eligible customers receive financial assistance to pay a portion of their current electric bills.

**Arrearage Retirement Assistance** helps customers with large, past due electric and gas bills. If eligible, customers may receive forgiveness of up to \$2,000 towards their past due bill. Customers must have a past due bill of \$300 or greater to be considered eligible. Customers may only receive an arrearage grant once every seven years, with certain exceptions.

**Weatherization and Energy Efficiency Services** customer information is referred to the Maryland Department of Housing and Community Development (DHCD) for programs that can provide improvements and repairs to homes at no cost. These improvements can help lower utility bills and make the home more comfortable.

### For more information on these programs, please contact:

Neighborhood Service Center, Inc.  
126 Port Street  
Easton, MD 21601  
410-763-6745

Talbot County Social Services  
301 Bay Street, Suite 5  
Easton, MD 21601  
410-770-4848

*Energy assistance will not reduce the amount of any other public assistance benefits you receive, such as TCA or Food Stamps. Nor will it reduce Social Security benefits.*

## Spring Tips

**Improve the energy efficiency and comfort of your home as warmer temperatures arrive.**

- Service your air conditioner
- Open windows – embrace natural ventilation
- Use ceiling fans
- Cook outside
- Bring in the sunlight
- Use a programmable thermostat

# Customer Safety Notice

Please read this important notice carefully.

It is the customer's responsibility to monitor, maintain and make any necessary repairs to their gas fuel piping and any portion of the natural gas service line which may be buried downstream of your gas meter.

## Buried gas piping must be:

- Periodically inspected for leaks.
- Periodically inspected for corrosion if the piping is metallic.
- Repaired if any unsafe condition is discovered. When excavating near buried gas piping, the piping should be located in advance by calling 811 and the excavation done by hand.

Any questions regarding this notice should be directed to:

James Crowley  
Manager Gas Department  
410-763-9492  
jcrowley@eucmail.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 a six-foot clearance around transformers. At homes where a clearance zone is not kept, Easton Utilities crews will create 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.

## COVID-19 Information

Visit the Talbot DES website [www.talbotcovid19.org](http://www.talbotcovid19.org) to see important information and updates regarding COVID-19, including financial assistance programs.

## 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:*

Critchlow Adkins Children's Center

For All Seasons

Pickering Creek Audubon Center

Neighborhood Service Center

Talbot Interfaith Shelter