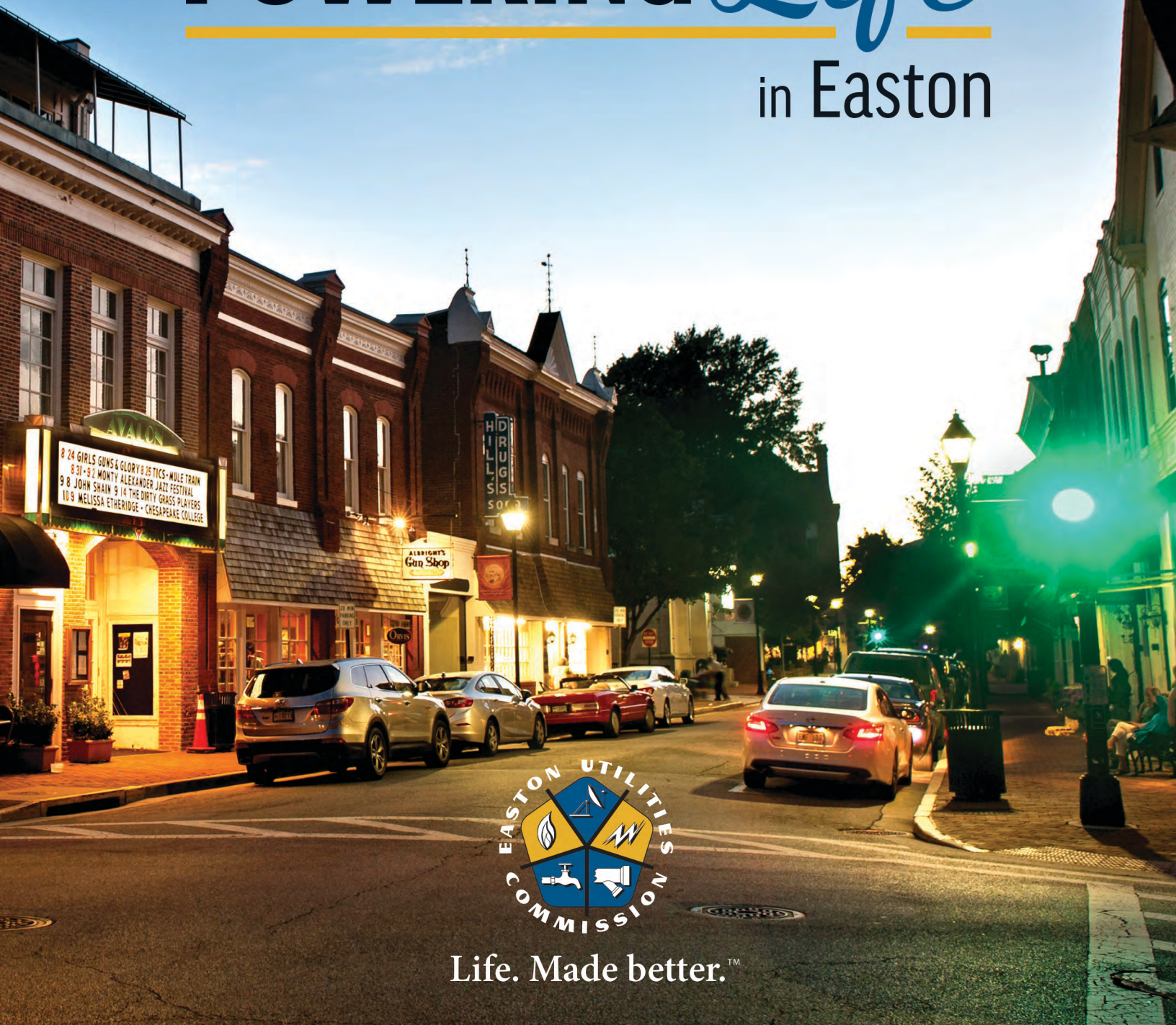


# POWERING *Life* in Easton



Life. Made better.™

**2018**

## Community Impact Report





**Life. Made better.™**

For over 100 years, Easton Utilities has been an integral part of the Town of Easton as the municipal utility company for over 13,500 customers. We are responsible for the operation, management and maintenance of the electric, water, wastewater, natural gas, cable television and internet utility services for Easton and portions of Talbot County. In addition, we offer specialized IT Professional Services to national and local businesses and organizations.

The value of being a municipal utility is that our customers are the stakeholders. We are local – we live and work here. The benefits remain in our community. We are reliable – we proactively make investments in our infrastructure. We are affordable – our prices are consistently lower than other regional providers. We have been a microgrid since our inception and although we are connected to the electric grid, we can also generate sufficient electricity on demand for 100% of our customers.

Easton Utilities makes it a priority to get to know our business partners to learn how best we can support them and help solve challenges they may encounter. We can provide important data and trends for their energy usage or help them budget for a high usage season.

Guided by our mission, the management team at Easton Utilities works to move the organization forward focused on benefiting our customers.



## *Our People*

We employ over 140 exceptional individuals who are dedicated to keeping our town brighter, warmer, cleaner, and overall better. Each and every employee embodies our core values: **Integrity, Commitment, Excellence.** To attract and retain a highly skilled workforce, Easton Utilities offers a variety of programs and initiatives. We invest in our people by offering excellent benefits and compensation plus comprehensive Wellness, Mentoring, and Emerging Leader Development programs. All 140 employees have an opportunity to provide input into our strategic planning.

## *Our Pricing*

Based on a thorough annual analysis of rates compared to other regional providers, Easton Utilities estimates saving customers \$8 - \$10 million annually. The savings generated as a result of Easton Utilities' efforts to minimize rates for these essential and quality of life services are spent in local restaurants, on arts and entertainment, as charitable contributions to important community organizations, or used as our customers so desire. The significant savings we create as a public utility company have a beneficial ripple effect throughout our community.

## *Our Promise*

Exceptional customer service is what sets Easton Utilities apart. Our Customer Service Center is strategically placed in the heart of Easton as a visual presence of our service to the community. Our customers are welcome to visit during operating hours to ask questions, add or change service, pay a bill, or provide feedback. Easton Utilities is active in the community and we encourage our customers to learn more about how we operate through tours and presentations. Our mission is to "enhance the quality of life in our community" and this mindset is at the forefront of everything we do.

Easton Utilities proactively works to extend our reach to a growing population of non-English speaking customers through several communication methods, including a bilingual customer service representative, a secondary phone interpretation service, and the translation of our website and other communication materials to Spanish. We also participate in a Minority Business Development Program to identify diverse suppliers and provide the maximum reasonable opportunity to participate in and compete for contracts and subcontracts in our supply chain for goods and services.





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## Reliability

Easton Utilities puts a significant focus on reliability, which takes precedence in our strategic planning process. We believe in being prepared for any situation. Our crews and fleet are agile to accommodate any scenario which could impact our customers, equipment and infrastructure.

Being reliable also means being safe. Easton Utilities puts safety first for the well-being of employees and customers. We aim to ensure every employee at every level is thoroughly trained on safe practices and committed to following them at all times.



## 2 Renewable Energy

Easton Utilities understands the importance of resource conservation and protecting the environment. The state-of-the-art wastewater treatment facility has significantly reduced effluent nitrogen and phosphorous, which contribute directly to the health of the Chesapeake Bay. Over the past year, we have added two renewable energy sources at the Easton Sustainability Campus with the **1MW Landfill Gas to Electric Generator** and the **2 MW Solar Array**. Acquiring these two renewable energy sources through effective negotiations and grant funding allows Easton Utilities to generate clean energy locally instead of purchasing energy off the grid in a cost effective manner for our customers. In addition, this commitment to environmental stewardship brings significant benefits to Easton Utilities' customers and the community.



### 1MW Landfill Gas to Electric Generator

Online January 2017

2,308,300 lbs  
Methane destroyed



The emissions of  
5,605 cars



Annual projected Methane (Greenhouse Gas) converted to electricity

### 2 MW Solar Array

Online November 2017\*

3,000,000 kWh



Enough to power  
250 homes



Annual projected output (25 year avg)

### ENR Wastewater Treatment Facility

90%  
Less Nitrogen



97%  
Less Phosphorous



Reduction in discharge since 2006

\*\$3 million grant funded by MD Dept. of the Environment

Source: [www.epa.gov/energy/greenhouse-gas-equivalencies-calculator](http://www.epa.gov/energy/greenhouse-gas-equivalencies-calculator)

## 3 Innovative Technology

Technology plays a vital role in providing the tools and information customers demand. To ensure these needs are met, Easton Utilities developed a unique business unit with its **IT Professional Services**, created in 2009. This business designs and deploys software, networking and cybersecurity solutions for utilities, municipal and county governments, and local commercial customers.

In addition to providing all of the IT support in-house, this division leverages established industry relationships in the Public Power utility market across the nation. From coast to coast and internationally, **IT Professional Services** helps companies optimize their business operations impacted by the ever increasing role of technology in the workplace.

*"It's not that we use technology,  
we live technology."*

GODFREY REGGIO

## 4 Charitable Giving

With over 250 nonprofit organizations carrying out their missions in Talbot County, Easton Utilities is committed to supporting the great work they do in and for our community. We return more than \$30,000 annually to a variety of organizations plus provide substantial in-kind services to assist with various events.

Easton Utilities provides the electricity and support needed for the Town of Easton to enjoy the Waterfowl Festival, Flags for Heroes, Rudolph on Talbot-town, Talbot Goes Purple, parades and other special occasions.







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## Data Infrastructure

The ability to provide high-speed network capacity and a robust data infrastructure is critical to businesses, healthcare and educational institutions. In today's competitive marketplace, internet speed can affect profit, productivity, collaboration and customer satisfaction. Easton Utilities proactively seeks out opportunities to expand services and/or geographic footprint in order to accommodate growth and development in Talbot County.

In late 2018, Easton Velocity is embarking on a system-wide technology upgrade to replace and improve the infrastructure that delivers high-speed internet to current customers. This division of Easton Utilities is making a substantial investment to offer gigabit class services, maintain reliability, and support next generation technology.



# Mission

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*We strive to enhance the quality of life in our community  
by providing reliable, competitively priced utility  
and communication services through skilled, safety-oriented  
and customer-focused employees.*

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*Integrity • Commitment • Excellence*

410-822-6110 • 201 N. Washington Street • Easton, MD 21601  
[eastonutilities.com](http://eastonutilities.com) • [eastonvelocity.com](http://eastonvelocity.com)