



Connections

The Newsletter of Easton Utilities

Summer 2021



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 Recognized for Reliable Service



Easton Utilities has once again received national recognition for achieving exceptional electric reliability in 2020. The recognition comes from the American Public Power Association, a trade group that represents more than 2,000 not-for-profit, community-owned electric utilities. "We are proud to receive this recognition as a true testament to the hard work of our entire team to ensure that we keep our community powered," said John E. Hines, Electric Department Manager for Easton Utilities.

Easton Utilities had an average outage time of approximately 19 minutes (not counting major events) per customer during 2020 as compared to the US average of 139 minutes per year for all electric utilities. This significant difference makes a positive impact on customer satisfaction which is measured every year. This is the fourth consecutive year Easton Utilities has been recognized for exceptionally reliable service.

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Did you know?

The cost to produce, transmit, and distribute electricity changes based on how much of the electric system is used in order to keep up with demand. As more people use energy at the same time, additional infrastructure is put to use, which can increase the cost.

Excellent Results for Water

The Lead and Copper Rule was established in 1991 by the Environmental Protection Agency (EPA) to minimize lead and copper in drinking water. The rule determined a maximum contaminant level goal (MCLG) of zero for lead in drinking water and a treatment technique to reduce corrosion of lead and copper within the distribution system. The Safe Drinking Water Act established an Action Level (AL) of 15 ppb (parts per billion) for lead and 1.3 ppm (parts per million) for copper based on **90th percentile level** of required compliance monitoring values.

Easton Utilities recently tested 30 random locations selected and approved by the Maryland Department of the Environment (MDE). The water samples were measured at the customer's taps. The water provided by Easton Utilities achieved the following scores:

SAFE DRINKING WATER ACT | MAXIMUM CONTAMINANT LEVEL (MCL)

| | Amount Allowed | Amount Detected <small>(90th percentile)</small> |
|--------|----------------|---|
| Lead | 15 ppb | 1.1 ppb |
| Copper | 1.3 ppm | 0.12 ppm |

The full detailed report is available on our website at www.eastonutilities.com/water-quality-report.

**CAN'T
FLUSH
THIS!**



Only human waste and toilet paper should be flushed! Any other items may result in blockages or even backups into your home or business.

- NO** Baby wipes or "flushable" wipes
- NO** Diapers
- NO** Cleaning wipes
- NO** Cotton balls or swabs
- NO** Paper towels or tissues
- NO** Feminine hygiene products
- NO** Candy or food wrappers
- NO** Aquarium gravel
- NO** Unused medications
- NO** Cigarette butts
- NO** Syringes
- NO** Sponges
- NO** Kitty litter
- NO** Floss
- NO** Toys



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Legislation helps Easton Utilities' customers

New legislation for renewable energy portfolio standards will ultimately benefit the customers of Easton Utilities and other municipal utility companies across Maryland. Maryland's Renewable Energy Portfolio Standard (RPS) sets requirements for certain types of renewable energy credits (RECs) to be purchased by electric utilities. This legislation preserves the municipal electric utilities obligations within Maryland's RPS program while creating fairness within the marketplace for their customers. Specifically for Easton Utilities' electric customers, this approved legislation will eliminate a projected cost of \$15.7 million (spread over the next ten years).

Easton Utilities remains committed to resource conservation and environmental stewardship. The Environmental Committee, comprised of employees, proactively researches opportunities aimed at conservation including a recycling program, watershed clean-up initiative, habitat revitalization, and other community restoration projects. In addition, last year Easton Utilities and the Town of Easton partnered to install an Electric Vehicle Charging Station in downtown Easton to promote alternative transportation options.

Help Us to Better Serve You

To help ensure you receive excellent customer service, Easton Utilities needs accurate contact information. This will make it easier for you to do business with us, learn about outages and updates, and strengthen our communications with you.

Here are some options to update your info:

- Call Customer Service at 410-822-6110
- Send an email to info@eastonutilities.com

Thank You!





SUMMER TIPS

Here are just a few simple things you can do to improve the energy efficiency and comfort of your home as warmer temperatures arrive:

- ⚙️ Set thermostat at 72°F or higher
- ⚙️ Cool only rooms you use and close off unused rooms
- ⚙️ Clean or replace cooling filters monthly
- ⚙️ Close drapes to block out the sun and make sure drapes do not block vents
- ⚙️ Insulate your attic
- ⚙️ Shade outdoor air conditioning equipment and keep it low to the ground to reduce energy consumption by 40% or more
- ⚙️ Use a portable fan or ceiling fan to circulate air and make a breeze
- ⚙️ Wash full loads in your dishwasher and let the dishes air dry to reduce your dishwasher's energy usage by 40%

Si esta interesado en recibir esta información en Español, por favor contactenos al 410-822-6110 ó por correo electrónico a info@eastonutilities.com.

Congratulations Class of 2021

Special wishes to:

Cody Fairbank - Easton High School

Nathan Richard Book - Easton High School

Garrid Hutchison - Easton High School

Ra'Shad C. Frazier - Easton High School

Tay'Vion Chester - Easton High School

Garet J. Robertson - Colonel Richardson High School

Casey Lee Dennis - North Caroline High School

Erin Moffett - North Caroline High School

Michaela Greenhawk - Chesapeake College

Madison Haun - Penn State University

from all your friends and family at



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GO GREEN!

By signing up for Autopay and Paperless Billing on My Account, you can save time and help the environment. It's easy and secure.

Sign up at eastonutilities.com!

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:

TCPS Education Foundation

For All Seasons

UM Memorial Hospital Foundation

Pickering Creek Audubon Center

Talbot Humane