



Connections

The Newsletter of Easton Utilities

Spring 2023



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.



NEED HELP PAYING YOUR BILLS?

Internet discount programs

Easton Utilities is participating in various programs to ensure that households can afford the broadband they need for work, school, healthcare and more. Eligibility criteria is determined by each program.

LIFELINE

Lifeline is a federal program that helps lower the monthly cost of your phone or internet service with a **discount of up to \$9.25**. Learn more at lifelinesupport.org.

AFFORDABLE CONNECTIVITY PROGRAM

The Affordable Connectivity Program is a FCC benefit program that provides a **discount of up to \$30 per month** toward internet service for eligible households. This program is limited to one monthly service discount. Learn more at fcc.gov/acp.

MARYLAND EMERGENCY BROADBAND BENEFIT

This temporary **discount of up to \$15/month** is automatically applied to households enrolled in the Affordable Connectivity Program.

Need help? Call Easton Utilities at **410-822-6110**.

EASTON UTILITIES
Life. Made better.™

Service with a SMILE!

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 1,002 customers and we scored 95.5% for overall satisfaction. In comparison, the national rating for public power electric utilities in 2022 was 68.3%.

Easton Utilities received high ratings for all customer interactions!



In-Person
97.4%



Phone Reps
97.3%



Field Crews
96.8%



Tech Support
96.4%



***We appreciate your feedback
and will continue working hard
to serve you!***



Spring 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:

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



Managed Wi-Fi

Slow internet?
Signal dropping?
Need to set parental controls?



EastonVelocity
A service of EASTON UTILITIES



Maximize your signal for only \$15/month!

Includes up to 2 SuperPods

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.

Protect your home and office

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.



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:

Tucker Bullock
Gas Department Manager
410-819-3425
tbullock@eucmail.com



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!

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.

To update your info, call Customer Service at **410-822-6110** or send an email to **info@eastonutilities.com**



Thank You!

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:

- For All Seasons
- Building African American Minds
- Eastern Shore Land Conservancy
- Rotary Club of Easton
- Neighborhood Service Center