



Connections

The Newsletter of Easton Utilities

Fall 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.**

Benefits of Public Power & Gas

Easton Utilities is a public power and gas utility that is community-owned, locally controlled and operated on a not-for-profit basis. While we offer many more services including water, wastewater, internet, cable tv, and phone, Easton Utilities is proud to be a public power and public gas company. Having a public power and natural gas utility is good for the community for many reasons including:



Customer Service: As a not-for-profit entity, public power and gas utilities focus on service, rather than generating revenue.



Reliability: Public power and gas utilities have a strong record of focusing on core operations and maintaining their critical infrastructure. Because of the connection to customers, public power and gas utilities are motivated to keep their local systems operating continuously and efficiently.



Competitive Costs: In order to offer fair and competitive rates, public power and natural gas systems operate as a not-for-profit entity. These systems do not face pressure to pay dividends to stockholders.



Economic Benefits: Public utilities play a valuable role in helping communities broaden the tax base, and in turn improve the local economy and increase jobs. Public power and natural gas systems ensure that local dollars stay at home.



Local Control: Decisions are made through local citizen participation instead of being made from a distant location by people who do not understand local issues and who are primarily focused on profits instead of service.

Easton Utilities is a member of the American Public Power Association and the American Public Gas Association. These associations advocate and advise on various policy, trends, training and operations. They provide benchmarks and standards for all member utilities to use for measurement and accountability.

EASTON UTILITIES
Life. Made better.™



Paula Taylor Promoted

Easton Utilities named Paula Taylor as the Manager of Customer Services, a new position for the organization. With over 23 years of experience in customer service and collections for the utilities sector, she will oversee the Customer Service, Billing and Collection employees. "I look forward to this exciting challenge and am committed to ensuring our customers continue to receive the best, most efficient customer service from all employees based on our core values of integrity, commitment and excellence," states Taylor.

Paula joined Easton Utilities in 2014 as the Credit and Collections Specialist and was promoted to Supervisor of Billing and Collections in 2017. Her responsibilities included providing accurate billing information and collection procedures while remaining in compliance with the Maryland Public Service Commission's rules and regulations. Prior to joining Easton Utilities, Paula was the Collection & Energy Assistance Administrator for Choptank Electric.



PAULA'S DEDICATION TO SERVING OUR CUSTOMERS COMBINED WITH HER LEADERSHIP SKILLS AND COMPASSION, HIGHLIGHTED HER AS A PERFECT CANDIDATE FOR THIS ROLE.

TRACIE THOMAS, VICE PRESIDENT OF CUSTOMER SERVICES FOR EASTON UTILITIES



Paula is actively involved with work in her local church. She also enjoys helping others find a passion in the work they do each day through coaching and inspiration. Paula is a native of Talbot County and currently resides in East New Market with her husband of 26 years.

Servicio al Cliente Bilingüe

Bilingual Customer Service

Español / English



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Scarlett Urena, Customer Service Representative



NATURAL GAS SAFETY

WHAT TO DO IF YOU SMELL GAS

If you smell rotten eggs or hear a hissing sound near a gas line or furnace, chances are you have a gas leak. Follow these steps for your safety.



Life. Made better.™



Stop what you are doing.



Don't use or turn on anything, including lights.



Exit the home.



Call 911 or Easton Utilities: 410-822-6110



Stay 100 ft. away until a gas employee tells you it is safe to reenter.

To learn more about gas safety, visit: eastonutilities.com/gas-smell-gas

CITIZEN ALERT SYSTEM

1 Go to the WWW.Talbotdes.org website

2 Click on the black box that says "Click to Register"



3 Sign in, or scroll to the bottom of the page and click on "sign up"

4 Complete the form, and you will be notified in the case of any emergency selected



For Additional Assistance call
410-770-8160

Click to Register for
**Talbot County
Citizen Alerts**

Example



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

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

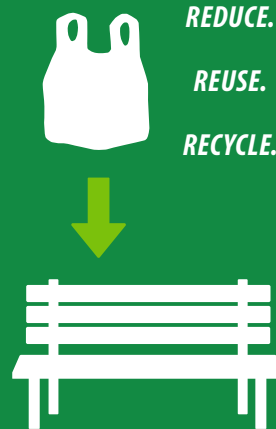
Or send an email to:
info@eastonutilities.com



Thank You!

ENVIRONMENTAL STEWARDSHIP

Employees collected over
500 lbs.
of plastic bags, packaging
bubbles, ziplock bags, pallet
wrap, and more to earn a
composite park bench donated
by TREX!




SAVE
TREES


SAVE
TIME


SAVE
MONEY

Sign up for Paperless Billing and Auto Pay and receive a one-time

\$25 CREDIT

Learn more at eastonutilities.com/promotion

Must sign up for both Paperless Billing and Auto Pay. One offer per account. Offer valid for a limited time only.

Step 1

Log in or sign up for My Account.
(Account number needed)

Step 2

Enroll in both AUTOPAY
and PAPERLESS BILLING.

Step 3

Look for the \$25 credit
on your next bill.

Affordable Connectivity Program
*Helping Households Get
Access to Broadband*





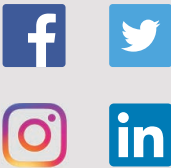
The Affordable Connectivity Program is an FCC benefit program that Congress created to help ensure that households can afford the broadband they need for work, school, healthcare and more.

Learn if you qualify and apply at: ACPBenefit.org

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:*

- Talbot Hospice
- Building African American Minds
(BAAM)
- Talbot Historical Society
- Talbot Goes Purple
- Frederick Douglass Day