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WELCOME TO EASTON UTILITIES



Greetings! Thank you for your interest in Easton Utilities.

Whether you are a current employee or considering becoming one, I hope you will gain insight to our culture at Easton Utilities. We strive that employment here is challenging, enjoyable and rewarding.

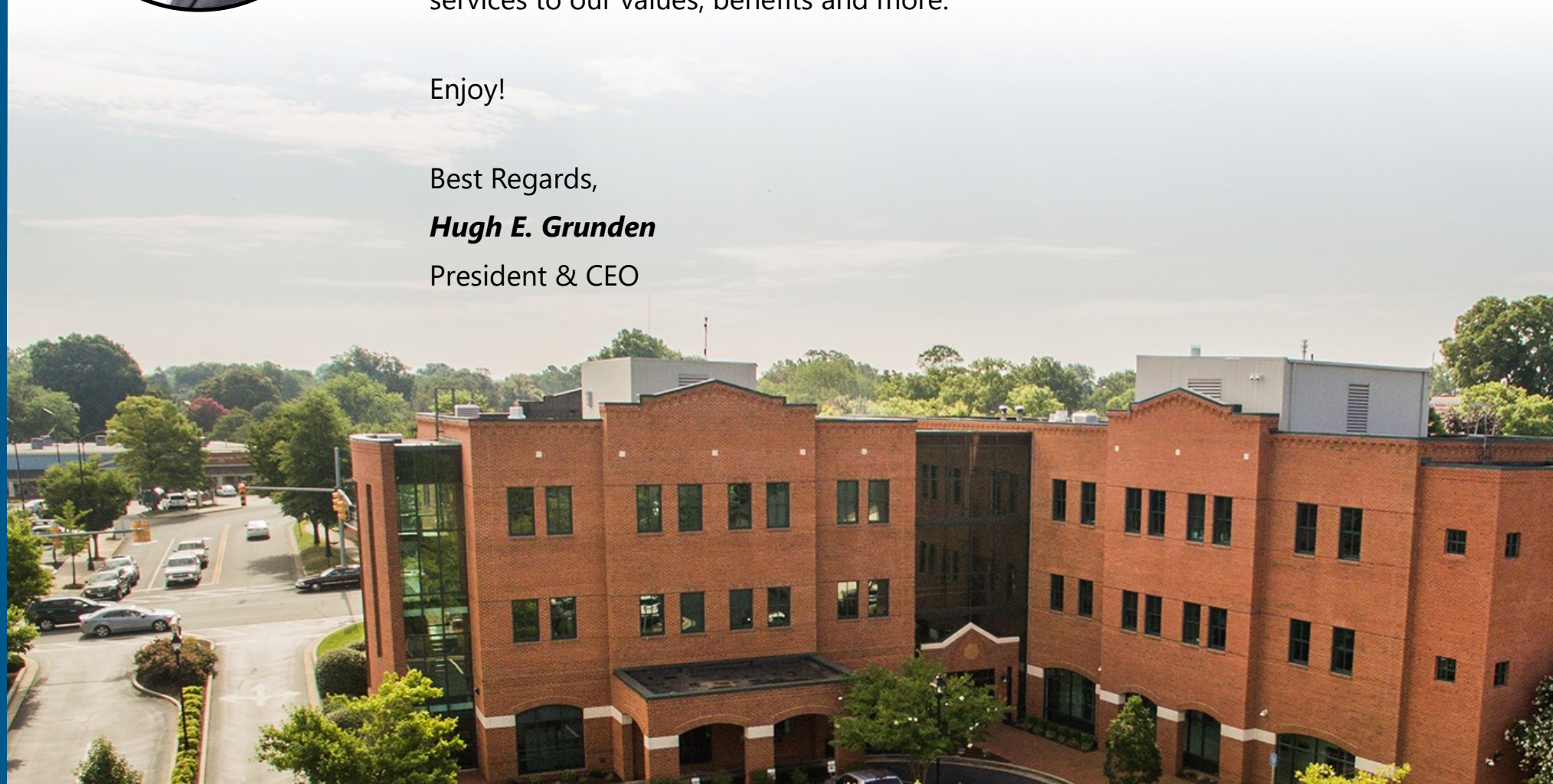
Take a moment to have a glimpse at what Easton Utilities has to offer, from our services to our values, benefits and more.

Enjoy!

Best Regards,

Hugh E. Grunden

President & CEO



QUICK LINKS

[Our Values](#)

[Our History](#)

[Our Committees](#)

[Our Onboarding Resources](#)

[Our Management Team](#)

[Connect With Us](#)





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WHAT WE BELIEVE

MISSION STATEMENT

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.

VISION

To be recognized by our community as providing unquestionable value.



EASTON UTILITIES
CORE VALUES
Integrity • Commitment • Excellence

Integrity

Operating with uncompromised values.

Commitment

Unwavering dedication to our customers, our employees, our community, and our environment.

Excellence

An obvious distinction in all we do.

WHAT WE CELEBRATE

HOLIDAYS

New Year's Day

Martin Luther King, Jr. Day

Good Friday

Memorial Day

Juneteenth

Independence Day

Labor Day

Veteran's Day

Thanksgiving

Friday after Thanksgiving

Christmas Eve

Christmas Day



WHAT WE OFFER

EMPLOYEE BENEFITS

Paid Holidays

Paid Vacation Days

Paid Personal Days

Paid Sick Leave

Short Term Disability

Long Term Disability

Group Health, Dental, Vision, and Rx Insurance

Flexible Spending Account

Life and Accidental Death Insurance

Deferred Compensation Plan

Discretionary Incentive Pay Plan

Educational Assistance

Computer Purchase Program

Length of Service Awards

Perfect Attendance Awards

Holiday Bonus

Bereavement Leave

Jury Duty

Internet Discount (In Easton Velocity Service Area)

Fitness Center Incentive

Fitness Center with Exercise Equipment



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OUR HISTORY

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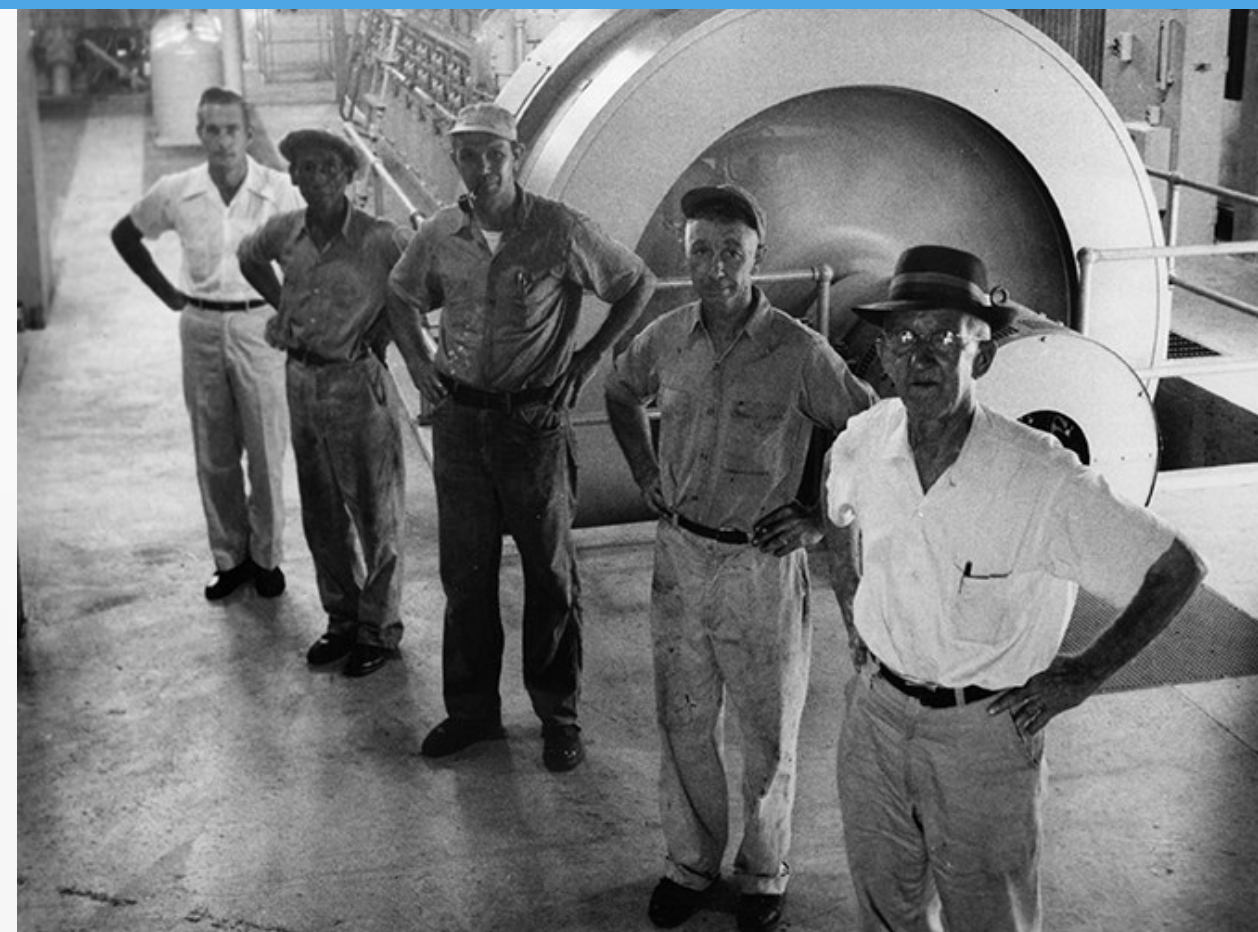
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In the years leading up to Easton Utilities founding in 1914, Mayor Martin Higgins was determined to bring his vision of “a modern sewer system, well-paved, hard surface streets, concrete gutters and sidewalks, and municipally owned and operated water, gas and electric plants” to life. He launched a campaign to rally community support, lobby for authorization from the state legislature, and secure permission from the Maryland Public Service Commission. In 1923, Easton became the first municipality in the state to own all of its utilities, an arrangement that is still unique today. Easton Utilities is responsible for the operation, management and maintenance of the electric, water, wastewater, natural gas, cable television and internet utility services for the Town of Easton and portions of the surrounding area. For more than a century, Easton Utilities has been focused on efficient operations and technological innovations.



EASTON UTILITIES THROUGH THE YEARS





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OUR COMMITTEES

Easton Utilities offers different committees to support various corporate goals.

Events

The Events committee is comprised of a select few very talented, efficient employees who work tirelessly behind the scenes to produce events and activities for all to enjoy. This includes the Employee Meeting, Turkey Drop, Holiday Party, Employee Appreciation Lunch, and the Employee Picnic. The team helps with selecting and ordering the food, décor, gifts, set-up, clean-up, and other necessary arrangements.



Environmental Stewardship

The Environmental Stewardship Committee is responsible for supporting Easton Utilities' annual corporate Environmental Stewardship goals by organizing and implementing programs and initiatives such as the recycling program, green-scaping and annual tree planting, and the habitat restoration and invasive species control initiative. The committee also provides new ideas for conservation efforts aimed at regaining ecological integrity through education and revitalization projects.

Environmental
Stewardship
Committee



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Safety

The purpose of the Safety committee is to provide safety leadership in order to create and maintain an active employee interest in safety and to reduce safety-related incidents and concerns. It provides input and guidance on safety matters to Management and employees. It also performs essential monitoring, educational and training direction, incident review and trend analysis, and employee representation on all safety concerns.



WORK SAFE

Wellness

The Health & Wellness committee is designed to enhance the quality of life of our fellow employees and their families by providing wellness education and opportunities. The Wellness committee is comprised of representatives from various departments who come together quarterly to discuss and select wellness topics for seminars, in-person and virtual presentations physical fitness events, functional movement testing and much more.



Working Together for
EU WELLNESS

OUR ONBOARDING RESOURCES

(Some links on this page may only be accessible to current Easton Utilities employees)

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Links to Resources

[Benefit Guide](#)

[Core Values](#)

[Cultural Competence](#)

[Cybersecurity](#)

[Employee Kiosk Demonstration](#)

[EU Ambassador Presentation 1](#)

[EU Ambassador Presentation 2](#)

[Human Resources Documents](#)

[Safety Skills](#)

[Wellness Incentive Video](#)

[Wellness Scorecard](#)

Do You Need Supplies?

Please visit the front desk to obtain access to the Easton Utilities Supply Closet.

There you will find a plethora of folders, binders, pens, pencils, paper and so much more!

Can't find what you are looking for?

Simply send an email to the receptionist who will assist you with your supply needs.



Do You Need Uniforms?

Please coordinate with your supervisor to determine what type of uniform you will need. Uniform orders are placed with the receptionist.

Have an issue with your uniform? Please inform the receptionist and they will work towards a solution for you!



Useful Apps & Links

Be sure to download the following apps:



MyCigna - Health Insurance



ADP - Payroll



Securian - 401K Contribution



Mobile Portal Website
apps.eastonutilities.com



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CONNECT WITH OUR EMPLOYEES



(Links on this page only accessible to current Easton Utilities employees)

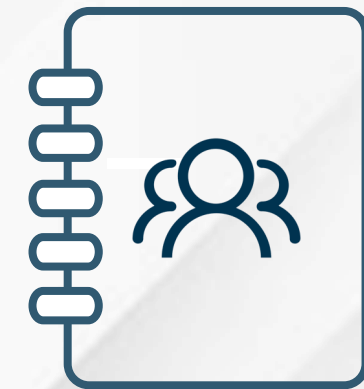
Interoffice Telephone Directory

Click the icon below to find the most current phone list of Easton Utilities employees.



EU Photo Library

Click the icon below to find the most current photo book of Easton Utilities employees.





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MEET OUR MANAGEMENT TEAM



Hugh E. Grunden

President & CEO



John J. Horner, Jr.

Executive Vice President
& COO



Steve J. Ochse

Senior Vice President
& CFO



Tracie A. Thomas

Vice President,
Customer Service



Vicki L. Petro

Vice President,
Human Resources



Ted L. Book

Vice President,
Easton Velocity



Fred C. Christie

Chief
Information Officer



Paula I. Taylor

Manager,
Customer Service



John E. Hines, III

Manager,
Electric Department



Tucker G. Bullock

Manager,
Gas & Meter Department



Doug R. Abbott

Manager, Engineering,
Water & Wastewater Department



Kelly A. Simonsen

Manager, Marketing
& Communications



Carrie B. Manuel

Controller



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THE ELECTRIC DEPARTMENT

Electricity first came to Easton in 1887, but was not under town jurisdiction until 1914. The Electric Department now provides service to more than 10,800 customers in a 54 square-mile service territory. We are connected to the PJM Interconnection, L.L.C. (PJM) power pool and use this venue to purchase our electricity through a purchased through a combination of forward contracts and hourly purchases. Using 16 diesel and 2 combustion turbine generators, Easton Utilities generates electricity to offset costs during times of high-priced PJM energy. This ability to generate power makes Easton Utilities a microgrid and is beneficial in offering a more resilient energy supply as well. Easton's installed electrical generation capacity is 69 megawatts, which is adequate to meet the Town's electric load during periods of normal demand. As a public power utility, Easton Utilities maintains lower rates than the national and regional averages.





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THE WATER DEPARTMENT



Established in 1914, the Water Department currently serves more than 7,000 customers through 122 miles of water mains and 788 fire hydrants. Easton Utilities pumps water from naturally filtered underground aquifers (water-bearing sands) through five wells that are 1,000 to 1,200 feet deep. We then treat the water as required and pump it into the distribution system. Of those wells, three are drilled 1,000 feet into the Magothy Aquifer. The final two wells are drilled 1,200 feet into the Upper Patapsco Aquifer and feed directly into the water treatment plant on Glebe Road. This plant, capable of pumping over 1,300 gallons per minute, provides over half the drinking water in Easton.



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THE WASTEWATER DEPARTMENT

Construction began on Easton's first sewage system in 1911. In operation by 1914, it was the first separate storm and sanitary sewer system in the State of Maryland. Currently, the Wastewater Department serves more than 7,000 customers through 120 miles of sewer mains, twenty pumping stations and an environmentally-friendly wastewater treatment Facility. Completed in 2007, Easton's Enhanced Nutrient Removal Wastewater Treatment Facility is one of Maryland's first to meet the new, more stringent, discharge requirements. The facility is sized to provide enough capacity to meet Easton's needs in the coming years. In addition, the Easton Sustainability Campus, a system of multiple, diverse, renewable energy sources, is located on the property.





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THE NATURAL GAS DEPARTMENT



Acquired by the Town in 1923, Easton's Gas Department is the only municipal gas utility in the state today. Easton's gas was originally derived by burning coal at a plant on West Street, but Easton Utilities converted to natural gas in 1966 and now purchases gas in the competitive marketplace. Gas is delivered to Easton via pipeline where it is distributed to over 4,700 customers through 100 miles of steel and plastic mains. The Gas Department distributes approximately 525,000 MCF of natural gas per year to the Easton residents living in its 8.5 square-mile service territory.

In 2018, the Gas Department completed the upgrade of its aged distribution system infrastructure. The project spanned approximately twenty years and consisted of replacing the steel and cast-iron underground pipe with polyethylene (PE) pipe which has a lifespan of more than 50 years.



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THE EASTON VELOCITY DEPARTMENT

Easton Velocity offers high-speed internet with gigabit capacity, website hosting, digital voice, cable television and technical support. This division was created by combining Easton Cable with Easton Online and serves over 4,700 cable customers, 8,400 internet customers, and 1,600 digital voice customers. Created in 1984, Easton Cable is one of the few municipally owned cable systems in the United States, and its service policies and competitive rates reflect its local ownership. Operating seven satellite dishes, a broadcast reception tower and a local weather station, Easton households now receive 275 channels, including basic cable, digital cable, premium channels, high-definition (HD), pay-per-view service, and digital music. The system was fully upgraded and rebuilt into a hybrid fiber/coax (HFC) design in 2001, which allowed Easton Cable to offer more programming and entertainment to customers. In 1998, the Cable & Communications Department launched Easton Online, an internet service provider featuring high-speed internet access and technical support. Together, Easton Cable and Easton Online form Easton Velocity.



EastonVelocity
A service of EASTON UTILITIES





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THE IT PROFESSIONAL SERVICES DEPARTMENT



Created in 2009, IT Professional Services designs and deploys software, hardware and networking solutions for utilities, municipal and county governments, as well as local commercial customers. In addition to providing a high level of in-house IT support, this business unit helps clients improve their operations by providing unique, tailored software solutions.

Over the years, ITPS has developed a suite of products with the most popular being customer portals where customers access their accounts, pay bills online, monitor usage, and report issues. ITPS also designed a Call Center Scoreboard to provide important statistics to those with operations requiring a customer service/call center. The scoreboard can be customized and includes calls in queue, total calls, agents available, outage updates, weather, and more. The other most common product is a business portal which is used at Easton Utilities but also for companies who want to consolidate information needed by employees as well as offer a centralized location to easily access time cards, reports and resources, and important company information. ITPS currently has over 60 national utility customers and more than 50 local business customers.



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Thank You

Thank you for utilizing Easton Utilities' Employee Experience.

If you need any further information or have questions, please contact a member of our Human Resources Team.



Vicki Petro
Director of
Human Resources



John Englehart
Senior Human
Resources Generalist



Julie Andrew
Human Resources
Generalist

201 N. Washington Street | Easton, MD 21601
Phone: 410-822-6110 | Fax: 410-822-0743 | eastonutilities.com

