

Connections

The Newsletter of Easton Utilities

Spring 2024



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.**

HUGH GRUNDEN ANNOUNCES RETIREMENT

After more than four decades with Easton Utilities, Hugh Grunden announced his retirement as President and CEO effective July 1.

Hugh has been deeply devoted to the organization, serving this community responsibly through fiscal discipline and passionate leadership to uphold our mission."

– W.W. "Buck" Duncan, Chairman of the Easton Utilities Commission



Under Grunden's direction, Easton Utilities has become a multi-service provider committed to exceptional customer satisfaction, superior reliability of critical infrastructure, and competitive pricing of the essential services relied on by all every single day. His accomplishments include bringing innovative technology to Easton through the addition of cable television in 1984 and internet service in 1998, building an award-winning Customer Service Center in 2000 for the expanding business operations, and constructing a state-of-the-art wastewater treatment facility in 2007. This facility later became the home of the Easton Sustainability Campus to contain a system of multiple, diverse renewable energy sources including a two-mega-watt solar array which was completed in 2017. Most recently, Grunden worked to help solve the rural broadband issues in Talbot County, and Easton Velocity, a service of Easton Utilities, is now well underway to completing this transformational project.

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 1,108 customers and we scored **96.0%** satisfaction for utility services overall, significantly higher than the most recent national rating of 68.3% for public power.

Easton Utilities received high ratings for all customer interactions!



In-Person
98.1%



Phone Reps
98.1%



Field Crews
97.1%



Tech Support
96.7%



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



Congratulations

DAVID ALLEN

on your retirement after 42 years of service!



Life. Made better.™

Thank you for your hard work throughout the years and your dedication to Easton Utilities.



Customer

APPRECIATION DAY

Celebrating 110 years!

MAY 18

11 AM to 2 PM

Food Trucks

Games

Live Demos

FREE cotton candy & popcorn

EASTON UTILITIES COMMISSION

Life. Made better.™

Easton Utilities Customer Service Center Parking Lot • 201 N. Washington Street

Fred Christie Selected for Department of Energy's OT Defender Fellowship

Fred Christie, Chief Information Officer for Easton Utilities, has been selected to participate in the 2024 Operational Technology (OT) Defender Fellowship, a highly selective education program created, funded, and led by the Department of Energy's (DOE) Office of Cybersecurity, Energy Security, and Emergency Response (CESER).

The program is designed to give middle and senior level Operations Technology security managers in the energy sector the opportunity to learn about the strategies used to target our energy infrastructure, and the cybersecurity tools and tactics the U.S. government is using to counter them.

Ben Cahall, Sr. joins Miss Utility Board

Easton Utilities' Infrastructure Locator Ben Cahall, Sr. recently joined the Board of Directors of Miss Utility of Delmarva. "I am honored and excited to offer my experience and knowledge to such an important resource focused on safety and public outreach," says Cahall.

VFi

Powered by Plume

Managed Wi-Fi

Slow internet?

Signal dropping?

Need to set parental controls?

EASTON UTILITIES COMMISSION

EastonVelocity

A service of EASTON UTILITIES

Office

Bedroom

Bathroom

Hall

Living Room

Kitchen

Maximize your signal for only \$15/month!

Includes up to 2 SuperPods



SMELL GAS?

Call
410-822-6110

Natural Gas is a clean and efficient energy source to use in your home.

RECOGNIZE

Natural Gas is a non-toxic, colorless and combustible fuel. An unmistakable "rotten egg" odor is added to natural gas as a built-in safety signal to detect even a very small leak.

REACT

If you smell gas, leave the area immediately.

REPORT

Call Easton Utilities at 410-822-6110 or 911 immediately. Easton Utilities will dispatch a technician to investigate.

FUGAS Y EMERGENCIAS DE GAS NATURAL
Easton Utilities
Servicio al cliente:
410-822-6110



Managed Wi-Fi

Easton Velocity's V-Fi Managed Wi-Fi continues to improve the internet experience in customers' homes.

3,100+
MANAGED WI-FI HOMES

16
AVERAGE # OF CONNECTED DEVICES PER HOME

49,300+
TOTAL MANAGED CUSTOMER DEVICES

1.5 million
MALICIOUS ATTACKS BLOCKED IN THE LAST 30 DAYS*

* V-Fi is not a main source of defense against threats but instead adds a layer of protection in conjunction with a customers' own antivirus software. Statistics only apply to subscribers to V-Fi which is managed by Plume.



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.

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

ACE Mentor Program

Mid-Shore Early Learning Center

Tidewater Rotary Club

Friends of the Easton Volunteer Fire Department