



Connections

The Newsletter of Easton Utilities

Summer 2026



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 RECEIVES HONORS FOR EXCEPTIONAL SAFETY AND RELIABILITY

Easton Utilities received prestigious honors from the American Public Power Association (APPA) and the American Public Gas Association (APGA).

APPA Reliable Public Power Provider (RP₃) - Diamond Level

The RP₃ designation recognizes public power utilities that demonstrate proficiency in reliability, safety, workforce development, and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity.

“THIS AWARD REFLECTS THE DEDICATION, SKILL, AND COMMITMENT OF OUR ENTIRE TEAM, WHO WORK AROUND THE CLOCK TO DELIVER SAFE, DEPENDABLE SERVICE TO OUR COMMUNITY. THEIR QUICK RESPONSE AND UNWAVERING FOCUS ON RELIABILITY MAKE THIS ACHIEVEMENT POSSIBLE. WE ARE PROUD OF THEIR WORK AND GRATEFUL FOR THE TRUST OUR CUSTOMERS PLACE IN US.”

- Eddie Westerfield, Manager of Electric for Easton Utilities

APPA Safety Award - Diamond Level

This award recognizes utilities with low incident rates and the overall state of their safety programs and culture.

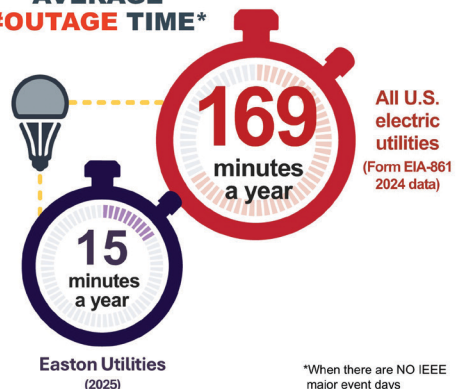
APGA System Operational Achievement Recognition (SOAR)

Utilities are selected for this award based on demonstrated excellence in the four areas of system integrity, system improvement, employee safety, and workforce development.

Exceptional Electric Reliability

Easton Utilities proudly reported an average outage time per customer of approximately 15 minutes for 2025. This is compared to the national average of 169 minutes from other US electric utilities. Nationwide, the average public power customer has their lights out for less than half the amount of time that customers of other types of utilities do.

AVERAGE #OUTAGE TIME*



*When there are NO IEEE major event days

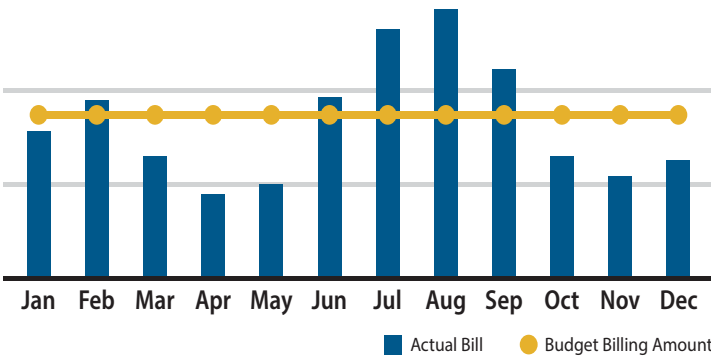
EASTON UTILITIES
Life. Made better.™

BUDGET BILLING PLAN

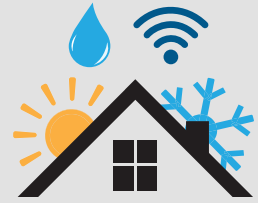
Spread out your energy costs

If you want consistency and peace of mind, consider enrolling in the Budget Billing Plan where you can spread energy costs out evenly throughout the year. With the Budget Billing Plan, you pay the same amount for your utilities every month based on your usage history, regardless of how much you use in a given month.

Once a year we true-up your account depending on whether you used more or less than budgeted. No matter what your budget amount, at the end of the year, you pay for only what you used. You may enroll any time after having service for at least 12 months. Contact Customer Service at 410-822-6110 for more information. This service is available to all residential customers. Commercial customers may only enroll in the billing months of April, May, October and November.



Call 410-822-6110 to **ENROLL TODAY!**



NEED HELP PAYING YOUR BILL?

Numerous programs are available to help qualifying customers with their utility and broadband bills. Visit eastonutilities.com to learn more about the following:

- Lifeline Internet Discount Program
- Maryland Energy Assistance Program
- Utility Service Protection Program
- Electric Universal Service Program

These local organizations can also help:

The Neighbor Service Center
410-822-5015
Society of Saint Vincent de Paul
410-770-4505

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

Your pennies have the
POWER TO HELP
a neighbor in need!

Go to eastonutilities.com
and log in to My Account to enroll.



Change for Change



Life. Made better.™

Round up your bill to help a neighbor with utility bills!



FUTURE LEADERS

Our Electric Department crews visited White Marsh Elementary school to show off their truck, explain the importance of power, and highlight how we impact our community. They gave a hands-on demonstration of the equipment and tools they use daily to perform their job.

DID YOU KNOW?

164
MILES

of main and service lines provide
natural gas to **4,983 customers** across
8.5 miles of service territory.

Congratulations Class of 2026

Special wishes to:

Matthew Baker Jr. - Shore Christian Fellowship

Jackson Diefenderfer - Easton High School

A'niya Mae Frazier - Wilmington University

Amelia Hines - Easton High School

Parker Jimenez - Easton High School

Victor Lane - Cambridge South Dorchester High School

Olivia Machethan - St. Peter's University

Ellie Mertaugh - Goucher College

Joseph Mertaugh - Easton High School

Brooke Simonsen - St. Andrew's School

Trinity Stanford - St. Michaels High School

from all your friends and family at



EASTON UTILITIES
Life. Made better.™



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:

- ⚙️ Raise the thermostat setting a few degrees higher, especially when you're away from home.
- ⚙️ 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 electronico a info@eastonutilities.com.

EU Welcomes Summer Interns

These students have an exciting opportunity to gain valuable experience in their field of study while employed within one of Easton Utilities' departments or divisions for the summer.



SUMMER Internship

Isabella Westerfield
Susquehanna University
IT Dept.

Kenton Baynard
Easton High School
Easton Velocity Dept.

Kat Booth
Bucknell University
Customer Service Dept.

Aidan Sundt
Loyola University Maryland
IT Dept.

Mia Wheatley
University of North Carolina Wilmington
Marketing & Communications Dept.

Nicholas Casey
Capitol Technology University
Electrical Maintenance Dept.

Ella Chandler
University of South Carolina
Human Resources Dept.

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:

The Avalon Foundation

Talbot Mentors

Talbot Thrive

Talbot County Fair

For All Seasons