

Connections

The Newsletter of Easton Utilities

Fall 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.

New Look, Improved Features,

BETTER EXPERIENCE

We're redesigning My Account with YOU in mind!

The safe, secure
and convenient
way to pay your bill!



Report an outage

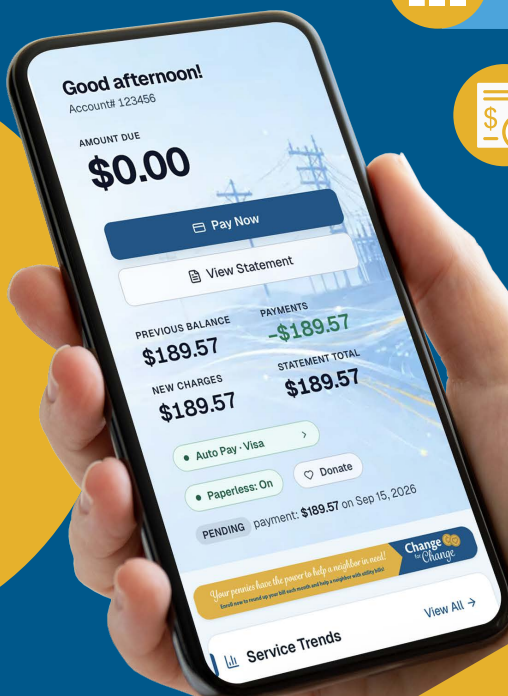


See usage charts
and billing history



Pay your bill

And more!



COMING LATE FALL!

EASTON UTILITIES
Life. Made better.™



CYBER SECURITY

Why Cybersecurity is Important

Easton Utilities relies on technology to operate equipment, monitor systems, communicate with customers, manage accounts, and respond to outages and other emergencies. As technology becomes more connected, protecting these systems from cyber threats becomes increasingly important.

A cyberattack could disrupt operations, interfere with communications, or make it more difficult for employees to respond quickly when customers need assistance. Strong cybersecurity practices help reduce these risks and support our ability to provide dependable service to homes, businesses, schools, hospitals, and other organizations throughout the community.

What We Are Doing

Cybersecurity is also about preparedness. We plan for storms, equipment failures, and other emergencies. Cyber incidents require the same level of thoughtful preparation.

We focus on strengthening our systems, training employees, monitoring for potential threats, and preparing response plans, so we can reduce the impact of a cyber incident and recover more quickly if one occurs.

Technology will continue to change, and cyber threats will continue to evolve. By making cybersecurity a top priority, we help keep the essential services our community relies on safe, reliable, and resilient.

Who We Work With

Easton Utilities works with federal and state agencies to strengthen cybersecurity preparedness, information sharing, and resilience for our organization and the U.S. electric grid.

-  U.S. Department of Energy (DOE)
-  Federal Bureau of Investigation (FBI)
-  Department of Homeland Security-
Cybersecurity and Infrastructure
Security Agency (DHS-CISA)
-  Environmental Protection Agency (EPA)
-  Maryland National Guard-
Cyber Command
-  Maryland Public Service Commission-
Department of Cybersecurity

Meet the Team Keeping Easton Utilities Secure

Under the leadership of Chief Information Officer, Fred Christie, Easton Utilities' highly experienced IT department develops information systems infrastructure and communications technology to support current operations and future needs. They deploy the rapidly-evolving information technology Easton Utilities uses to conduct operations and serve our customers. The team works hard to keep company and customer information secure.



*Back row: Jerry Deasel, Nick Dykeman, Matt Rovine, Carol Trice, Kia Gibbs, Bailey Greene, Scott Sears, Phillip Peerman; Front row: Calvin Davis, Sean McGinnis, Trevin Smith-Burke, Nate Moore, Joel Adams, Fred Christie
Not pictured: Gabe Moore*

Don't Fall for Scams!

Scammers often use phone calls, emails, and text messages to impersonate utility companies and trick customers into sending money or sharing personal information. Knowing the warning signs can help you protect yourself.

5 Signs of a Utility Scam

- 1** **Demands immediate payment** or threatens disconnection.
- 2** **Requests unusual payment methods**, such as gift cards or wire transfers.
- 3** **Asks for sensitive personal or financial information.**
- 4** **Sends suspicious links** through unexpected emails or text messages.
- 5** **Uses pressure or threats** to make you act quickly.

The best defense is to slow down and think before you act. Be cautious of unexpected requests for payment or personal information, avoid clicking suspicious links, and never provide account or financial information to someone whose identity you cannot verify.

If you receive a suspicious message or call claiming to be from Easton Utilities, contact us directly at 410-822-6110 rather than using the contact information provided in the message.



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

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



Change
for
Change



Life. Made better.™

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

Go to eastonutilities.com and login to My Account to enroll.



Conoce a Jennifer Villacorta Get to know Jennifer Villacorta

Jennifer Villacorta es nuestra Representante de Servicio al Cliente bilingüe y está encantada de ayudar y satisfacer las necesidades de todos los clientes.

Jennifer Villacorta is our bilingual Customer Service Representative, and she is delighted to assist and meet the needs of all customers.

Para ver la versión en español de este boletín, vaya a:
eastonutilities.com/boletin-informativo

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 County Free Library

Chesapeake Bay
Maritime Museum

Talbot Historical Society

Talbot Goes Purple

Frederick Douglass Day