



Connections

WINTER 2004 NEWSLETTER FOR EASTON UTILITIES CUSTOMERS

Important telephone numbers:

Main switchboard
(410) 822-6110
(Customer service)

Emergencies
(410) 822-6110
(24 hours a day,
7 days a week)

Easton Online
(410) 763-9400
(Customer service
and technical
support)

**Easton Cable
AdNet**
(410) 763-9495

Easton Utilities
201 N. Washington St.
P.O. Box 1189
Easton, MD 21601

www.eastonutilities.com

Governor Ehrlich helps break ground on wastewater treatment facility

Joined by a group of area students, Governor Robert L. Ehrlich, Department of the Environment Secretary Kendl P. Philbrick, Town of Easton Mayor Robert C. Willey, and Mr. Hugh E. Grunden, President and CEO of Easton Utilities broke ground on Easton's new Enhanced Nutrient Removal Wastewater Treatment Facility. Scheduled for completion in 2007, this facility will serve the town's future wastewater needs while reducing nitrogen and phosphorus loads to the Chesapeake Bay. Designed to be one of Maryland's most environmentally friendly, Easton's is the first enhanced nutrient removal facility to be constructed since enactment of the Governor's landmark Chesapeake Bay Restoration Fund.



"This state-of-the-art wastewater treatment facility marks a significant investment not only in the future of the town, but also in the health of the local waterways that the town of Easton is committed to," said Mayor Willey.

"Easton has a long and distinguished history of deploying advanced technologies for the benefit of its citizens," said Mr. Grunden. "Today's groundbreaking marks the beginning of another such effort."

Through various state programs, including the new Chesapeake Bay Restoration Fund, Easton will receive more than \$17 million in direct grant support for the facility. The balance of the cost will be funded through a low-interest loan from the state Water Quality Revolving Loan Fund. Construction on the new facility is slated to begin in December and will take two years to complete.

HDTV coming to Easton Cable early in 2005

Easton Cable will launch High-Definition TV (HDTV) programming early in 2005. HDTV is the new television viewing standard and offers superior visual and acoustic enjoyment. Easton Cable will offer 18 HD channels including local network affiliates, popular cable channels including ESPN and Bravo, and the major premium channels including HBO.

In addition to HDTV, Easton Cable will offer Digital Video Recorders. These devices allow viewers to record shows without using videotape. Instead, the recording is held on a hard drive within the set-top cable box. DVRs hold hours of programming and can be set easily using your remote and interactive program guide. With your DVR, you also have the ability to pause and rewind live programs.

Both the HDTV and DVR components are integrated into set-top boxes that are the same size as the current digital set-top boxes. These boxes will be available soon. To view programs in HD also requires a high-definition television. For more information, contact Easton Cable at (410) 822-6110 or visit eastonutilities.com

Tips for Energy Efficiency

The winter months are the peak utility season in this region of the country. The longer colder days mean more heating and lighting loads on your system. To keep costs under control, consider the following steps to improve efficiency. Small investments made now can pay big dividends when the mercury drops.

- * Keep outside heat pumps clear of debris and snow.
- * Clean or replace filters monthly.
- * Have your heating and cooling equipment serviced or checked at least once a year.
- * Insulate your home and caulk/weather-strip around doors and windows. These openings can consume up to 40 percent of your home's heating and cooling energy.
- * Seal leaks around wall outlets and switches.
- * Install door "shoes" or "sweeps" to stop air from sneaking in or out under outside doors.
- * Insulate your attic.
- * Make sure your wood burning fireplace damper is closed when not in use to prevent cooled or heated air from escaping up the chimney.
- * When buying new appliances, look at the yellow Energy Guide label and buy only energy-efficient appliances.
- * Invest in storm windows or use clear plastic window insulation to help stop cold air from leaking into your house in the winter.
- * Use electric space heaters sparingly – they are expensive to run.
- * Place nonflammable insulation or nonflammable pliable materials in gaps around pipes, ducts, fans or other items that enter the attic or basement from a conditioned space.
- * Reduce the water heater thermostat setting to 120°F and reduce use of heated water for clothes washing. (Caution – some dishwashers require 140°F water.)
- * Set your water heater temperature control to the pilot position when your home is vacant for two days or longer.

For more information, visit www.eastonutilities.com

Easton Utilities adds 10MW of electric generation

In its ongoing efforts to meet growing demand while keeping electric rates as low as possible, Easton Utilities recently added another 10 megawatts of electric generation to the current 60MW. The power will be provided by two new combustion turbine generators at Power Plant 2. Combustion turbines are essentially jet engines that run more quietly and with less emissions than diesel generators. The new generation will not only help to meet Easton's electric generation needs, but will also reduce electric costs by providing required peak load capacity into the PJM Interconnection power pool. Proceeds from the energy that Easton Utilities produces and sells are divided among our customers in the form of lower energy bills. The new generators came online in November.

New bill coming soon

Soon, your utility, cable and Internet bills will have a new look. In order to better serve our customers and improve efficiency, Easton Utilities has upgraded our customer information system software and redesigned our bills. A sample and full explanation of the new bill will be available soon.

Need help with your utility costs?

Easton Utilities offers a Level Billing Plan that spreads your energy costs evenly throughout the year. This plan makes it easy to budget for your utility bill each month. Call the Customer Service Center at (410) 822-6110 for more information. For customers who need special help with utility bills, the State of Maryland offers three other programs—the Maryland Energy Assistance Program (MEAP), Utility Service Protection Program (USPP) and Electric Universal Service Program (EUSP)—to help those who qualify with their bills. For more information, contact the Neighborhood Service Center at (410) 822-5015.

“What do you get when you cross Easton Cable with Easton High-Speed Internet?”

\$10 off!
per month

When you sign up for any Easton Digital Cable package and Easton Online's Full Service High-Speed Internet, installation is free and we'll take \$10 off your monthly Internet bill. If you already have both services, look for a \$10 credit on your next bill.



www.eastonutilities.com
www.goeaston.net
(410) 822-6110

Discount only applies as long as both services are active. Certain restrictions apply. Call for details.