



# Connections

SUMMER 2006 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)

### EastonOnline

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

### Easton Cable

Advertising  
(410) 763-9404

### Easton Utilities

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

[www.eastonutilities.com](http://www.eastonutilities.com)

## Conservation key in summer cooling season

Mild weather helped Easton Utilities customers enjoy lower average utility bills during the spring. The price of each unit of electricity consumed in Easton decreased 25% this spring and the price of natural gas decreased by nearly 30%. However, record oil prices, tension in the Middle East, and other conditions in global energy markets suggest that energy prices will rise this summer.

“The last few months have given utility customers some much-deserved relief,” said Hugh E. Grunden, President and CEO of Easton Utilities. “But, we may see a significant increase in utility costs this summer.”

In a typical year, utility bills during the spring tend to be lower than in the winter and summer because customers use less energy to heat or cool their homes. Lower usage generally decreases the market price for energy, and utility bills decrease. So, customers use less energy, each unit of energy costs less, and utility bills decrease.

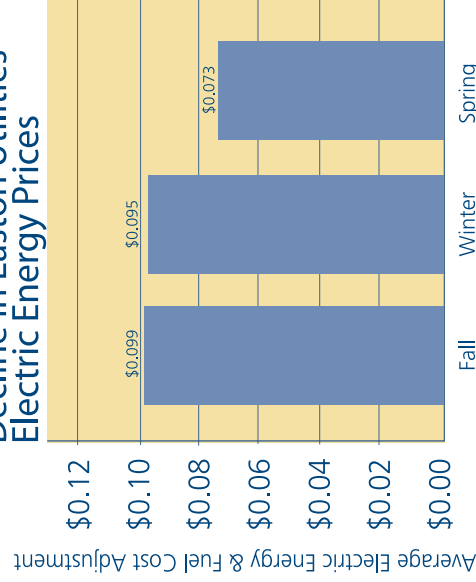
“Now is the time to make sure that your cooling system is serviced and inspected and that your home or office is as energy efficient as possible,” added Mr. Grunden.

For more information about what you can do to improve your energy efficiency, visit [www.eastonutilities.com](http://www.eastonutilities.com) or stop by the Customer Service Center at 201 N. Washington Street.

## Easton Utilities wins national safety award

Easton Utilities earned the 2005 American Gas Association Safety Achievement Award for achieving the lowest DART (Days Away, Restricted, or Transferred) severity rate among small size, combination companies. “Safety is a top priority at Easton Utilities and we are proud to be recognized as a leader in safe operations for the gas industry,” said Jim Crowley, Manager of the Gas Department.

## Decline in Easton Utilities Electric Energy Prices



*The cost of each unit of electricity that you use (the Electric Energy & Fuel Cost Adjustment or FCA on your bill) declined significantly this spring. The FCA makes up about 75% of your bill and includes the cost of the electricity that you use, but not the cost of maintenance, operations and administration.*

## Customer Safety Notice

Please read this important notice carefully.

In accordance with Federal Pipeline Safety Regulations 49 CFR, Part 192.16,

Easton Utilities is required to inform its customers that they shall be responsible for monitoring, maintaining and repairing its buried natural gas piping in order to reduce the risk of gas service line accidents. Easton Utilities herein provides the required notification:

Easton Utilities does not monitor, maintain, or repair any of its customers' piping. This includes your natural gas service line which may be buried downstream of your gas meter.

If a customer's buried piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.

Buried gas piping should be:

- Periodically inspected for leaks;
- Periodically inspected for corrosion if the piping is metallic; and
- Repaired if any unsafe condition is discovered.

When excavating near buried gas piping, the piping should be located in advance and the excavation done by hand. Plumbing and heating contractors can assist in the locating, inspecting and repairing of the customer's buried piping.

Any questions regarding this notice should be directed to James Crowley, Manager Gas Department, at (410)763-9492 or [jcrowley@eucmail.com](mailto:jcrowley@eucmail.com).

## Continuing our investment in reliable service

In our program to sustain reliable utilities, Easton Utilities makes ongoing strategic investments in our utility infrastructure. These investments help Easton Utilities provide high quality service, continue operations during storms, and minimize outages.

The Water Department recently upgraded the water treatment plant on Glebe Road with a sodium hypochlorite generator and an improved filtration system that will make operations safer and more reliable, while improving water quality. The Water Department also serviced the Matthewstown Road water tank in order to further improve both water quality and pressure.

Easton's new, Enhanced Nutrient Removal Wastewater Treatment Facility is on schedule and budget. The new facility, scheduled to be online in the first quarter of 2007, will help improve water quality in the Choprank River while continuing to meet the town's wastewater needs for years to come.

The Electric

Department recently built a new mini-substation and installed a 25 kV underground line extension to extend power to the new Wastewater Treatment Facility. These and other improvements help to provide necessary redundancy and automated operations.

The Gas Department constructed a 1.2 mile gas main around the southern part of the distribution system to meet demand when it peaks during the winter. The department also installed 251 new services, replaced or retired 50 services, and installed nearly 5 miles of new and replacement gas main.

“As a non-profit, municipal utility, one of our highest priorities is to maintain the quality and reliability of our services,” said Mr. Grunden. “While we may not notice these benefits on a daily basis, they become amply evident during storms like Hurricane Isabel where only 123 of our more than 10,000 customers experienced outages. We were able to restore service for all but two customers within 45 minutes. The remaining two customers had service within two hours.”

## Construction, blockages cause minor sewer overflows

Easton Utilities is dedicated to operating and maintaining the town's wastewater system to the highest possible standards. But grease, debris, and other foreign objects put into the system, or construction accidents may cause minor spills. In the past year, Easton Utilities experienced four minor sewer overflows ranging from 45 gallons to 10,000 gallons. Last July, high flow from the Community Pool led to an overflow of 50 gallons. In January, a construction crew accidentally punctured a wastewater main near Easton Club East creating a 10,000 gallon overflow that was quickly contained. In March, a blockage of grease and debris caused a 45 gallon overflow near Hickory Ridge Road and in April, a similar blockage led to a 4,000 gallon overflow on North Washington Street.

“Fortunately, these overflows were minor,” said Jerry Adams, Manager of the Water and Wastewater Department. “But they serve as important reminders that we must all be careful to keep grease and other debris out of the wastewater system, and that anyone performing construction must have all utility services located before they dig.”



*Easton Utilities Enhanced Nutrient Removal Wastewater Treatment Facility under construction*