



SUMMER 2010 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)



Know what's below.  
Call before you dig.

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

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

## Easton energy prices continue to decline

Electric and gas energy prices continued to decline in the first half of 2010, reaching levels well below last year. The average price of electric energy between January and June 2010 was 32 percent lower than the same period in 2009. The average price of natural gas energy for the same periods was 25 percent lower.

“We haven’t experienced electric energy prices this level since 2003 to 2004,” said Hugh E. Grunden, President & CEO of Easton Utilities.

Energy costs account for three quarters of a typical residential customer bill. Distribution, customer and tax charges account for the rest. As a not-for-profit, community owned utility company, Easton Utilities purchases the energy that our customers need and sells it without mark up. The declines are driven by Easton’s unique pricing structure that adjusts on a monthly basis with market conditions.

## Customer Satisfaction notches higher in 2010

Customers rated their overall satisfaction with the service they received from Easton Utilities and EastonOnline a 95 out of 100 in the most recent Customer Satisfaction Survey.

This marks a 2-point improvement from last year and is 1-point shy of the 10-year high. Easton Utilities significantly outscored its peers among more than 50 similar utilities nationwide. The survey gauges overall customer satisfaction, the value delivered by Easton Utilities and the level of Customer Service customers received. An independent research firm gathered the information from over 970 Easton Utilities and EastonOnline customers. Customers also provided specific feedback on the ways in which Easton Utilities can continue to improve.



## Easton Cable offers enhanced parental controls

Easton Cable recently added newly enhanced parental control features to its existing tools. Parents currently have the ability to determine which channels their children may watch. Parents can also prevent children from watching shows of a certain rating. With the new, enhanced features, parents are now able to block the title of restricted shows. As with the other blocking features, access is only available by inputting a Personal Identification Number (PIN) code that parents can customize.

“Deciding what should be viewed is each family’s choice,” said Hugh E. Grunden, President and CEO of Easton Utilities. “But Easton Cable is committed to giving parents the tools they need to enforce those decisions.” Parental control features require a digital terminal. For more details, visit [www.eastonutilities.com](http://www.eastonutilities.com) or call (410) 822-6110.

# Summertime Savings Tips

- \* Cool only the rooms you are using. Close off unused rooms.
- \* Set your thermostat at the highest comfortable setting. Try 72°F or higher.
- \* Shade outdoor air conditioning equipment and keep it low to the ground to reduce energy consumption by 40 percent or more.
- \* Clean or replace cooling filters monthly.
- \* Have your cooling equipment serviced or checked at least once a year.
- \* Be sure that drapes are not blocking vents.
- \* Insulate your home and caulk/weather-strip around doors and windows. These openings can consume up to 40 percent of your home's heating cooling energy.
- \* Install door "shoes" or "sweeps" to stop air from sneaking out under outside doors.
- \* Insulate your attic.
- \* Make sure your wood burning fireplace damper is closed when not in use.
- \* Wash full loads in your dishwasher and let the dishes air dry. Air-drying your dishes may reduce your dishwasher's energy usage by 40 percent.
- \* Use a portable or ceiling fan to circulate air and make a breeze.

For more information, visit [www.eastonutilities.com](http://www.eastonutilities.com)

## New cable rates effective in July

As cable networks continue to increase charges to carry their programming, Easton Cable has been forced to increase rates for the first time in over three years. Even with the rate increases, Easton Cable will keep prices significantly below other cable providers in the region. The new rates are effective in July bills. The increase in price reflects only the increase in the cost of programming and does not include any increase for the cost of operations. Cable networks have increased the rate they charge Easton Cable to carry their programming 11 percent, on average, each year. Pricing for the \$99 Triple Play package will not change. In addition to the increases necessary for the cost of programming, the Easton Town Council authorized an increase of 30 cents to partially fund Public Access Television programming.

Programming Package	Monthly programming price* as of July bills
Broadcast Basic	\$13.70
Tier 1	\$27.50
Tier 2	\$46.70
Tier 2 Plus	\$56.60
Tier 2 Espanol	\$53.70
Digital Basic	\$56.10
Movie Plex 1	\$67.10
Movie Plex 2	\$77.00
Movie Plex 3	\$87.00
The Works	\$93.90

\*Prices do not include digital terminal rentals.

## Appliance rebate program now available

Customers who purchase ENERGY STAR qualified refrigerators, clothes washers and electric heat pump water heaters, will not only enjoy energy savings and enhanced performance, but also \$50 to \$300 in rebates as part of a new program administered by the Maryland Energy Administration (MEA).

The rebates include:

- \$50 on super-efficient ENERGY STAR refrigerators (select models only)
- \$100 on super-efficient ENERGY STAR clothes washers (select models only)
- \$300 on ENERGY STAR electric heat pump water heaters

To learn more, visit [www.energy.maryland.gov/appliancerebateprogram.asp](http://www.energy.maryland.gov/appliancerebateprogram.asp). Customers will receive their rebates directly from MEA. Rebate forms are also available in the Easton Utilities Customer Service Center.

## Easton water meets all requirements

Easton's water continues to meet or exceed all requirements for water quality as established by state and federal regulations. Water customers have received a copy of the *2010 Water Quality Report* with the June bills. A copy of the report is available at [www.eastonutilities.com](http://www.eastonutilities.com) as well.

## Committed to our Community

In keeping with our mission to enhance quality of life in our community, Easton Utilities is proud to support many local organizations and events including...

*The Dixon House  
Dave Haslup/Lou Gehrig Athletic  
Scholarship Foundation  
Easton Volunteer Fire Department  
Mid-Shore Mental Health Systems  
Talbot County Chamber of Commerce  
American Legion Talbot County Post 70*

## New gas rates effective with June bills

In June, the second half of new gas distribution rates and customer charges took effect. The residential Customer Charge is \$9.65 and the residential Distribution Charge is \$0.3430 per CCF. The new rates were approved last fall to be phased in during December and June. Rates for other classes of service have been adjusted as well and are available in the Natural Gas section of [www.eastonutilities.com](http://www.eastonutilities.com) or by contacting the Customer Service Center, (410) 822-6110.