



connections



Second step of electric rate change effective April 1

The second step of a three-year electric rate increase for Groton Utilities residential customers is effective with all bills rendered on or after April 1, 2019. The three-step rate change was approved last year. The last step is effective April 1, 2020.

The new electric rate schedule for a typical residential customer using 750 kWh will mean a monthly increase of less than one dollar per month.

- The energy component will decline each year through 2020, helping to offset any increase in the readiness to serve charge.

Groton Utilities residential customers will continue to have one of the lowest electric rates in the State of Connecticut even with the new rate schedule. Groton Utilities residential rate will continue to be lower than investor owned electric distribution company, Eversource, by approximately 20 percent.

The new rates are needed due to the higher costs of doing business, to insure proper maintenance of the electric distribution system, to maintain electric reliability and to provide the necessary capital to improve the system.

An earlier residential electric rate increase was implemented October 1, 2010.

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There are two major changes in the rate design.

- The readiness to serve charge, i.e. customer service part of the bill, increased slightly last year. The purpose of this change was to recover fixed expenses more evenly throughout the year.

Check Out Water Treatment Construction

The Chinese claim that a picture is worth a thousand words. There is some evidence to support that old proverb on the Groton Utilities web site at grotonutilities.com.

You can check out Groton Utilities Water

Department Projects on our web site's home page. To view the projects in-progress photos and time-lapse videos simply click the links:

Water Treatment Plant Project

Walker Hill Tank Upgrade Project

Winter moratorium ending May 1st

Winter moratorium ends on May 1, 2019. If you are having difficulty paying your utility bills, arrangements need to be made before May 1, 2019.

Groton Utilities will assist in developing a short term amortization plan for your unpaid balance. Please call us at 860-446-4000 for assistance.

Groton Utilities shuts off all utility services, if the past due amount is not paid by the disconnect date printed on the Shut-Off Notice. If service is disconnected for non-payment, the entire account balance, a connection fee up to \$195.00 plus an additional deposit will be required to be paid before service will be restored.

NON PAY RECONNECTION CHARGES:

Before 3:00 (Weekdays) \$50.00

After 3:00 p.m. / Weekends and Holidays \$195.00

Groton Utilities Customer Service Hours:

Phone Hours

Monday through Friday 8:00am – 5:00pm

Walk in Hours: Monday – Wednesday and Friday

8:00 a.m. - 5:00 p.m.

Thursday 8:00 a.m. – 7:00 p.m.

Saturday 8:00 a.m. – Noon

Email: gucustomerservice@grotonutilities.com

Nominate your candidate for GU's Community Service Award

Groton Utilities has announced that it is accepting nominations for The Jacqueline B. Nixon Community Service Award, its sixteenth annual Community Service Award. The purpose of the award is to honor a member of the community who has contributed his or her time, energy and resources to make the community a better place in which to live and work.

Persons eligible for the award should live in Greater Groton, which encompasses the City, the Town, and any of the subdivisions or fire districts. The person should exemplify all the qualities suggested by Groton Utilities' slogan of "Giving back to the community."

Groton Utilities will present the award to the winner of the sixteenth annual Jacqueline B. Nixon Community Service Award during City of Groton Day 2019 on August 2 at Washington Park.

Groton Utilities named the award, The Jacqueline B. Nixon Community Service Award, to commemorate Mrs. Nixon's service to her community. Jackie, as she was known to most, operated a food pantry in her residence for 24 years. She

distributed food on a regular basis to many needy families. Jackie passed away July 6, 2004 after a brief battle with cancer.

The nominee's contributions to the community should make other citizens describe the nominee as generous, committed, and other similar admirable qualities, which exemplify "service."

The closing date for nominations is July 1, 2019. Applications may be obtained at the Groton Utilities Customer Care Center at the City of Groton Municipal Building at 295 Meridian Street. You may also call our Customer Care Center at 860-446-4000 and request an application be mailed to you. The application is also available on our web site at www.grotonutilities.com.

Earle A. Williams was the recipient of the first Jacqueline B. Nixon Community Service Award. Other winners were Robert "Bob" Leeney, E. Marion "Mimi" Orkney, Lillian "Lil" Hansen, Sarah Stanley, William "Bill" Welsh, Jr., Alfred "Al" Restivo, Robert "Bob" Austin LaFrance; Archie C. Swindell, Milly Carlson, Lian Obrey, Jim Streeter, Charlie Ebbinghaus, Marcia R. Gipstein and Martin Cloudas.

Save Your Friday Nights For Concerts in the Park

Concerts in the Park will be held again this summer in Washington Park in the City of Groton. There will be seven (7) Friday night concerts in June, July and August. All concerts start at 6:30 p.m.



You can check out the complete Concerts in the Park 2019 schedule during the season on Groton Utilities' web site at

grotonutilities.com and the City's web site at cityofgroton.com.

The concert series is co-sponsored and co-produced by Groton Utilities and the City of Groton Parks and Recreation Department.

For concert information or cancellation notices, call 860-446-4129, the concert hotline.

The dates for this summer's concerts are: **Friday, June 21, Coyote River Band**; **Friday, June 28, Souls on Fire**; **Friday, July 5, 9Teen**; **Friday, July 12, The Cartells**; **Friday, July 19, Mass-Conn Fusion**; and **Friday, July 26, F & Blues Band**; and Friday, August 9, *The Strange Brew Band*.

Food is available on site. The City of Groton Little League sells food and drink as a fund-raiser.

The concerts are designed to be especially appealing to families for a fun, inexpensive night out. Spectators are encouraged to bring their families and perhaps a picnic supper. The concert site also has sufficient room on the basketball court for dancing.

There will be no concert on Friday, August 2, City of Groton

Ask for identification: Our employees wear photo IDs

Always ask for proper identification.



All Groton Utilities employees have picture identification

badges with the Groton Utilities logo on them. When in doubt, you can and

should call our Customer Service Center at 860-446-4000 and ask if any of our employees are in your neighborhood.

Our meter readers also wear uniforms with our company logo, as the one that appears on page one of this newsletter.

Groton Utilities vehicles have the official

logo on their vehicles exterior.

Field personnel do not wear uniforms, but are required to wear their identification badges with their photo and the Groton Utilities logo.

Play it safe! Do not let anyone enter your home without proper identification.

Energy saving tips

of insulation in your exterior and basement walls, ceilings, attic, floors, and crawls spaces.

• Make sure there are no holes or cracks around your walls, ceilings, windows, doors, light and plumbing fixtures.

• Make sure you have adequate levels

• Reduce electricity by opening blinds instead of using the lights.

• Update your old lighting and replace it with new LED technology.

• Place a heat-resistant radiator reflector between exterior walls and the radiators.

Holiday Closings

Our offices at the City Municipal Building, including Customer Service, and our Operational Sections, including Project Management, located at The Julio H. Leandri Operations Complex on Poquonnock Road, will be closed for these upcoming holidays:

Friday, April 19th
Good Friday

Monday, May 27th
Memorial Day

Thursday, July 4th
Independence Day

Our operations crews for both water and electric are available for emergencies during holidays. If you experience an electrical outage or a water main break, call us at 860-446-4000, 24 hours a day, seven days a week.

Customer Service lobby hours are Monday to Wednesday and Friday from 8 a.m. to 5:00 p.m., and until 7 p.m. on Thursdays and 8 a.m. to noon on Saturdays.

Groton Utilities hopes you and your family have enjoyable holidays. But, please drive safely. And, yes, don't forget to buckle up!



GROTON UTILITIES

295 Meridian Street
Groton, Connecticut 06340
T 860-446-4000
F 860-446-0183
www.grotonutilities.com

Equal Employment Opportunity (EEO) statement
Federal and State law prohibits employment discrimination. It is the policy of the City of Groton to comply with the laws which prohibit discrimination as to race, color, religion, sex, age, disability, marital status, national origin, ancestry, veteran status, history of mental disorder, mental retardation or any other legally protected class.

Call before you start to dig



If you are planning an outside project that includes digging a hole – no matter how shallow or deep

– don't start before learning the locations of underground lines on your property.

To find out, dial 811 to reach **Call Before You Dig** at least two full working days before your job is scheduled to begin. This crucial safety service is **free** and required by law.

Call Before You Dig will notify participating utilities to mark the locations of underground lines so you

can clearly see areas you need to avoid. There may be buried lines for services such as gas, water, electricity, telephone and cable.

Don't think a small hole won't matter. Some lines may be buried just a few inches below the surface, often where you least expect them. Damaging or disturbing one could cause property damage and result in loss of utility service to your property or the entire neighborhood. Even worse, someone could be seriously hurt.

For more information, including an online homeowner's brochure, you can download, visit cbyd.com.

A final reminder – **Call Before You Dig** is a **free service!**

Online access to pay bill available



Use our Online Access to pay online or view your account's history. Best of all, it is available 24 hours a day from the comfort and convenience of your own home. To get started, visit www.grotonutilities.com

Click on "Pay Your GU Bill" or "Ways to Pay" under "Your Account"

View Your Bill – Sign into your GU - eCare account and view history before paying.

• If you haven't registered, you will

need your bill handy

Pay Your Bill – Takes you directly to the on-line payment portal

• You will need your seven (7) digit account number from your bill

Other simple Way – Phone Pay (Available 24 hours a day):

Call 860-446-4000 Option 1 and you will be linked to a secure automated telephone payment system.

• You will need your seven (7) digit account number from your bill.

Water Conservation Tips

• Install non-aerating, low-flow faucets and showerheads.

• Check for leaky toilets (put a drop of food coloring in the tank, let it sit — if the water in the bowl turns color, you have a leak).

• Consider replacing your 5 gallon per flush toilet with an efficient 1.6 gallon per flush toilet. This will permanently cut your water consumption by 25%.

• Repair leaky faucets promptly; they can waste gallons of water in a short period.