



connections

Our thanks to all participants

GU earns high marks in customer survey



The results are in for the customer survey conducted for us this winter by the Center for Research and Public Policy. GU earned high marks from most participants, who awarded the best across-the-board positive ratings in the areas of reliability and quality of service.

Our sincere thanks to the 700 customers who participated in the telephone survey with honest and candid responses. Your input will help us to maintain our high quality service as we plan for the future.

Here are some highlights of the results:

- ▶ The majority of all customers report to be either a satisfied customer, a loyal customer or an advocate for Groton Utilities.
- ▶ More than 94% of all customers believe the quality of service has either improved or remained high over the past 12 months.
- ▶ The clear majority report that GU is meeting their service expectations

either all the time or most of the time. Among both residential electric and residential water customers, the percentage tops 96%.

- ▶ The majority of customers gave our *Connections* newsletter positive ratings of at least 88% when considering how easy it is to read and understand, along with its content and appearance.
- ▶ When asked how concerned GU is about satisfying customers with the service it provides, more than 90% of all respondents suggest GU is either very concerned or somewhat concerned.

- ▶ For GU's personnel, the average positive rating for eight office characteristics is 89.2%, and the average positive rating for 13 field characteristics is 97.4%.
- ▶ Customers named good rates, prompt service, good quality service, uninterrupted service/reliability and courteous employees/staff as the top five expectations for service from Groton Utilities.

See more results in the fall *Connections*.

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Mark your calendars now!

Concerts in the Park 2005

Concerts in the Park 2005 will kick off with featured band *The Next Movement* on Friday, June 24 at 6:30 p.m. We sincerely appreciate the generosity of the Mohegan Tribe, which is cosponsoring the opening night concert.

The remaining schedule is:

Friday, July 15 — 6:30-9 p.m.
9Teen
Brass kickin' rock and soul

Friday, July 29 — 6:30-9 p.m.
The Shoreline Connection
Forgotten favorites of the 60s & 70s

Sunday, August 7 — 5-7 p.m.
The Dick Campo Big Band
New England's "premier" orchestra

Friday, August 12 — 6:30-9 p.m.
High Times
Swinging, rhythm, blues and 60s Motown

Friday, August 26 — 6:30-9 p.m.
The Cartells
Jazz, swing, rhythm & blues and popu-

lar music of all styles.

This six-concert series, to be held in Washington Park in the City of Groton, is sponsored by both Groton Utilities and the City of Groton Parks and Recreation Department. Both departments decided to make the concert series a joint venture to allow the series to grow in the number of concerts offered and the quality of the bands.

Award nominations due

Groton Utilities is accepting nominations until July 22 for the 2005 Jacqueline B. Nixon Community Service Award, created 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, and should exemplify all the qualities suggested by Groton

Utilities' slogan of "Giving back to the community." We will present this year's award during City of Groton Day on August 5 at Washington Park.

For an application call 446-4000, visit www.grotonutilities.com or stop by our Customer Care Center at the City of Groton Municipal Building, 295 Meridian St.



Don't miss Fourth of July parade

Don't miss the annual Fourth of July Parade sponsored by the Town of Groton. This year the parade will be known as the Tercentennial 4th of July Parade in honor of the Town's 300th birthday celebration.

The parade is scheduled for Monday, July 4 at 10 a.m. The theme is



Groton: Past, Present, Future, which is the Tercentennial theme. The parade starts at Poquonnock Plains Park and proceeds along Route 1 until it concludes at the Groton Shopping Plaza on Long Hill Road. The reviewing stand will be at the Groton Shopping Plaza.

Water report is coming

Groton Utilities' Water Division will mail our annual water quality report to all water customers in June. We are pleased to report that we continue to meet all federal and state standards, as we have in the past.

This Consumer Confidence Report is required by law of all public water supply systems. The upcoming report will detail the water quality test results for calendar year 2004. Read the report for details, but quite simply, you're drinking the best!

Meet the new generation at GU

As we begin our second century of service, meet four employees in our Water Division, part of the new generation at GU:



Julie Manfred

Julie Manfred

Julie Manfred marked her first anniversary at Groton Utilities on March 15. A Lab Tech II, she is the newest addition to the testing team at the Water Treatment Plant laboratory, under the direction of Joyce Brown.

Julie is a graduate of the University of Rhode Island where she earned a B.S. in animal and veterinary science. A native and current Westerly R.I. resident, Julie has a daughter Marybeth, 11, and son Timothy, 6.

Julie plays wide receiver and is on special teams for the Rhode Island Intensity, one of 34 full contact football teams in the Independent Women's Football League. During the April to June season, the Intensity plays a 10-game schedule with teams from Connecticut, Massachusetts, New Hampshire, Maine, New York and Montreal, Canada.

Her other hobbies include coaching her children's sports teams, fundraising for local charities, as well as real estate investment. In April Julie completed a six-month emergency care course to become a certified EMT-B.



Tim Pray

Tim Pray

Tim Pray is one of the youngest employees at Groton Utilities. When you press him for his age, 19, he quickly reminds you that he will turn 20 in July. He is a Technical Aide in the Water Division's Project Management Section. His main

responsibility is keeping the Water Division's records up to date.

A 2003 graduate of the Ella T. Grasso—Southeastern Regional Vocational Technical School in Groton, Tim studied drafting and auto-CAD at school. He worked at Groton Utilities part-time while still a student, performing CAD work in Project Management as an intern. Both a native and resident of Groton, he spends his leisure time fishing and hunting. He also keeps busy following his favorite sport, baseball.



Tim LeHouillier

Tim LeHouillier

Tim LeHouillier is a Junior Plant Operator at the Water Treatment Plant. He holds a Class II Water Treatment Plan Operator license. A Groton Utilities employee for nearly three years, he previously worked at Electric Boat as a ship-

fitter for 10 years.

Tim is a 1986 graduate of the Ella T. Grasso—Southeastern Regional Vocational Technical School in Groton, and is working on his associate's degree in science at Three Rivers Community College. A Groton Utilities employee for nearly three years, he previously worked at Electric Boat as a shipfitter for 10 years.



George McGuire II

George McGuire II

George McGuire II works in water operations as a Top Junior Operator and will complete three years of service in August.

He performs many duties including mechanic, equipment operator and laborer. He has a can-do attitude. "Whatever it takes," he says, adding he especially likes to work outdoors. George holds a Class II Distribution System Operator license issued by the State of Connecticut. A native and lifelong resident of Gales Ferry, George says most of his leisure time is spent working on trucks.

Holiday Closings

Our offices at the City Municipal Building, including Customer Care and Thames Valley Communications, our Cable Television Division, and Project Management and our Operational Sections, located at our Operations Center on Poquonnock Road, will be closed for these upcoming holidays:

Monday, July 4

Independence Day

Monday, September 5

Labor Day

Monday, October 10

Columbus 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 446-4000, 24 hours a day, seven days a week.

Normal business activity for all three Groton Utilities' Divisions, including electric, water and cable television, is conducted Monday to Friday from 8 a.m. to 4:30 p.m. Customer Care is also open 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!**



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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.

Electric rates increase

Residential electric rates will rise 3.5 percent with all billings on and after July 1. This is the third phase of a three-year increase approved by the Utility Commission in the fall of 2003 after seven years of no rate increases.

Throughout that seven-year period we held the line in a prudent manner on our non-power costs, which

increased less than one percent a year. However, purchased power costs increased steadily during the period and are still rising.

For a copy of your rate schedule, call Customer Care at 446-4000 and we will be happy to mail it to you. You can also find our rates at www.grotonutilities.com.

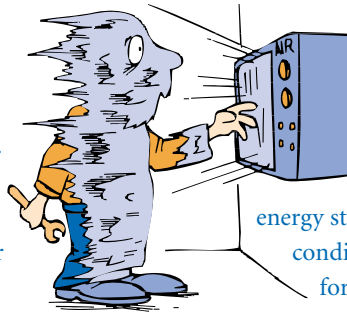
Stay cool and save

Replace your old, inefficient room air conditioner with an Energy Star-rated model, and you can get a one-time credit of \$50 on your electric account. You can also get a \$150 credit on energy-efficient electric central air conditioning.

Only one \$50 credit per electric account is allowed. However, if you are adding more than one new energy

efficient electric air conditioner at the same time, come see us and we will consider a credit for additional units for the same account.

You will need to present the bill of sale and the yellow energy star sticker from the air conditioner when you apply for the credit. We will make a copy of your bill of sale so you can keep the original.



TVC to serve housing

Thames Valley Communications (TVC) will provide cable television and high-speed Internet services to the new privatized Navy housing in the Route 12 corridor. A new agreement means that TVC, a division of Groton Utilities, will serve the existing housing units, the housing currently under construction, and all future housing.

David Lee, Chief Operating Officer of TVC, says, "We are pleased and proud to be able to serve our mili-

tary families with cable television and high-speed Internet services."

For more information about TVC's broadband services, call 446-4009, visit

www.tvconnect.com or stop by TVC's Customer Care Center in the City of Groton Municipal Building at 295 Meridian St.

