

## Holiday Closings

Our offices at the City Municipal Building, both Customer Care and Project Management, will be closed for the following upcoming holidays:

**Monday, May 31**  
Memorial Day

**Monday, July 5**  
Independence Day observed

Our operations crews for both water and electric are available on an emergency basis 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 is conducted Monday to Friday, 8 a.m. to 4:30 p.m.

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



**GROTON UTILITIES**

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# Free marketing seminar set

Are you a small business owner? A free, upcoming business event may be just what you're looking for to help you compete with larger businesses.

"Marketing Concepts and Guerrilla Marketing — Simple Sales Solutions for Small Business that Beat the Big Boxes" will be held Monday, May 24 from 6 to 8 p.m. at the Groton Town Hall Annex.

Featured speakers will include Peter Pappas, Regional Director, Connecticut Small Business Development Center, and Kip Gienau, President, Marketing

Works of Southeastern Connecticut.

This free seminar/workshop is sponsored by the Connecticut Small Business Development Center, the Town of Groton Economic Development Commission and the Southeastern Connecticut Enterprise Region. Registration is required.

For more information or to register, contact Barbara Strother, Economic and Community Development Specialist, Town of Groton at 446-5981.

# Always call before you dig



Before you or your contractor begins any project that includes digging, you must first call 1-800-922-4455 to learn where underground utilities are located.

Call Before You Dig needs to know your plans at least two working days before you begin.

Don't take chances — some underground lines are located just a few inches below the surface. Be safe. It's the law. Call 1-800-922-4455 before you dig!

# Adding electric motor loads?

If you are planning to add large electric motor loads to your home or business, please speak to us at Groton Utilities first. Large electric motors use a considerable amount of power when starting, which may cause electrical disturbances to your residence or business if not properly installed.

Examples of electrical disturbances are low voltage, dimming lights and flickering lights. In order to prevent electrical disturbances, modifications to your electrical facilities and possibly GU's distribution system may be necessary.

Large electrical motor loads for residential customers can include electric heat pumps, central air conditioning and single-phase motors greater than three horsepower. Commercial and industrial customers should contact Groton Utilities if they are planning to install a motor rated at 10 horsepower or greater.

Please call Groton Utilities Project Management at 446-4000 with any questions you might have or if you are planning additional motor loads at your home or business.



BUSINESS

# Connections

## GU now offers high-speed Internet and cable TV

Groton Utilities will begin offering both cable television and high-speed Internet services to our customers this spring through our newest business division, Thames Valley Communications (TVC).

TVC will offer the new services first to the City of Groton. After the hybrid-fiber cable (HFC) system is completely built within the city borders, construction will begin in other parts of the Town of Groton. Eventually these services will be offered in the towns of Ledyard, Stonington, North Stonington and Voluntown.

“We are especially pleased to be able to provide our customers with a choice,” said Director of Utilities Glenn M. Wilson about these new services. “We pledge quality service, competitive pricing and a superior product.”

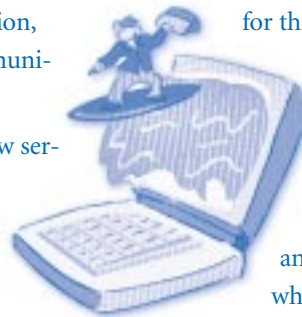
TVC will offer three services to our business community:

- High-speed Internet service — a cost effective solution to your Internet needs. Our state-of-the-art ISP offers secure and reliable service for this essential business product.

- Cable television service for the office — a lifeline for fast-breaking business news or as an amenity to customers who are waiting patiently for service. TVC has a very competitive product for taverns and restaurants.

- Commercial music — a productivity enhancing environment without the headache of worrying about license fees to ASCAP and BMI. Our 45 commercial-free music genres can fit any business need.

Call for more information or stop by TVC's Customer Care Center in the City Municipal Building at 295 Meridian Street in the City of Groton. Normal business hours are 8 a.m. to 4:30 p.m., Monday through Friday except for holidays.



### In This Issue

Were working to maintain low rates .....	2
Family AirFest set for June 26 & 27 .....	3
Fourth of July parade ...	3
Hear top students .....	3
Marketing seminar set ..	4
Call before you dig .....	4
Adding electric motor loads? .....	4
Holiday Closings .....	4

*At your service!*

# We're working to maintain low rates

Low electric rates are no accident. They don't just happen. It takes good planning and management to maintain the reasonable electric rates our customers have come to expect.

Groton Utilities has been among the lowest cost providers of electricity in New England for many years. Prudent planning has been a key. We think this gives us the right to brag a little.

Maintaining an economically sound business foundation is an important ingredient in any viable rate structure. We work diligently to keep expenses as low as possible, while retaining a highly skilled work force. Our employees are very qualified and skilled in their positions. They are highly productive and deliver superior customer service.

## Survey gives GU high marks

A business customer survey verified this by recording the highest positive ratings for Groton Utilities as a company for "dependable service" (99.0%) and "quality of electrical service" (98.1%). Business customers provided an overall positive rating of 99.0% when asked to rate satisfaction with the service GU provides.

Impressively, 100% of business customers report being "a satisfied customer," a "loyal customer," or "an advocate for Groton Utilities."

Power supply is the largest expense related to providing electricity to all our customers. We plan years ahead to ensure that the odds are in our favor as much as possible in the battle to have access to the lowest wholesale purchase power costs. We do this through our wholesale supplier, the Connecticut Municipal Electric Energy Cooperative (CMEEC). Today, we are working especially hard with CMEEC to reduce our debt related to purchased power so that we will be better positioned to meet the challenges of power costs in the years ahead.

## Maintenance brings reliability

Groton Utilities tries its best to keep on top of system maintenance. Delaying repairs to the electric distribution system only leads to higher costs down the road that result in unstable rates. That's why we finance normal maintenance through our operating budgets on a

year-to-year basis.

We feel it is most prudent to regularly review our entire infrastructure, compile a list of the most needed actions, and then seek bonding to finance the necessary major system improvements. This allows us to finance big expenses over a longer period of time and provides for a stable rate environment.

For example, Groton Utilities recently completed an upgrade at our Trails Corner substation. This critical substation supplies power to most of our large industrial customers and to those located in the southern portion of our service territory. The goal of the project is to increase capacity for future demand and increase reliability by retiring aging equipment.

Similarly, Groton Utilities has already completed more than half of the work to upgrade the Poquonnock River Substation. The goal of the project is to improve system reliability, provide better system protection and enhance system operations.

## A valuable community asset

Not only are our rates traditionally low, but they also provide a rate of return to our investors, who are the residents and taxpayers of the City of Groton. These funds help the City maintain stable tax rates for its residents and its businesses.

The Electric Division provides the City of Groton annually with a return on the electric business in an amount greater than \$2 million in cash and services.

These dollars help keep the City's taxes low. For example, the \$2.1 million a year that Groton Utilities contributes to the City of Groton equates to more than two and a half mills that the City does not have to add to the tax bills of its residents and taxpayers.

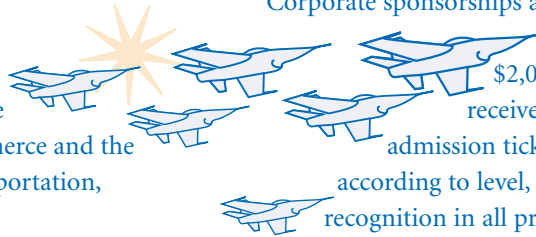


# Family AirFest set for June 26 & 27

The Fourth Annual Family AirFest will be held at Groton-New London Airport on June 26 and 27 from 9 a.m. and 4 p.m. on both days. Admission is \$5 for adults, and \$3 for children 5-12 and seniors 60 and over.

AirFest 2004 is sponsored by the Groton Business Association of the Greater Mystic Chamber of Commerce and the Connecticut Department of Transportation, Groton/New London Airport.

This popular event will feature a variety of activities and attractions including plane rides, many aircraft, flying demonstrations, helicopter and hot air balloon rides,



presentations by several WW II Tuskegee Airmen, music, food, entertainment, exhibits, vendors and children's activities.

Corporate sponsorships are available at four different levels ranging from \$500 to \$2,000, and all sponsors will receive a quantity of half-price admission tickets. Sponsor benefits vary according to level, with top sponsors enjoying recognition in all print, radio and TV ads and on the event website, a banner at the entrance, and exhibit space. For sponsorship details, contact Ron Loomis, Event Manager at 447-2231 or rloomis07@snet.net.

## Fourth of July parade is calling you

Don't miss the annual Fourth of July Parade, sponsored by the Town of Groton. The parade is scheduled for



Sunday, July 4 at 1 p.m. This year's parade theme is "Celebrating the American Family."

Who's invited? Everyone — merchants, businesses of all kinds, non-profit community organizations, marching groups and bands. Make plans to create a float for this year's parade. Show off your pride in your

business, your pride in your organization, and your pride in your community.

Parade participants should mail in their "Notice of Intent to Participate" forms no later than June 18. Don't forget to include a short biography for your marching unit to be used by the announcer on the viewing stand.

Invitations and forms have been mailed to those who participated in recent Fourth of July parades. If you need them, just call the Town of Groton Parks and Recreation Department at 536-5680.

## Hear what top students have to say

Local youth will share their view of the future at the June breakfast meeting of the Groton Business Association of the Greater Mystic Chamber of Commerce in association with the Groton Division of the Chamber of Commerce of Eastern Connecticut, Inc.

Students will discuss "The Importance of Community Interaction with the Public Schools" at the Groton Inn & Suites at 7:30 a.m. on Wednesday, June 2. This is the Chamber's fifth annual Education Breakfast sponsored by Groton Utilities.

Invited speakers are the valedictorians from the senior classes at Robert E. Fitch High School, Grasso South-eastern Regional Vocational Technical School, Ledyard

High School, New London High School, Waterford High School, Stonington High School and the Williams School.

As a new feature this year, a student in the junior class of each participating school who has exhibited a strong sense of community involvement will receive a "Community Spirit Award" certificate.

Cost is \$15 for Chamber members and \$20 for non-members and at the door. For reservations, call the Mystic Chamber at 572-9578 or fax your application to 572-9273, or call the Eastern Chamber at 464-7373 or fax 464-7374 by 4:30 p.m. on May 28. Please note the early RSVP date due to the Memorial Day holiday.