



BUSINESS

Connections

Public power— It's working for you

Each fall, more than 2,000 public power utilities in the country pause to celebrate the low rates and superior service delivered by community-owned electric utilities like Groton Utilities.

The history of our utility dates to the beginning of the twentieth century when leaders of the Borough, the early name for the City of Groton, decided to buy a private electric company and operate it as a municipal business. It was an idea that worked.

Today, Groton Utilities serves not only the City of Groton, which owns the utility, but also residents and businesses in most of the rest of the Town of Groton, including the West Pleasant Valley Fire District, Poquonnock Bridge, Center Groton, and Groton Long Point.

Groton Utilities Electric Division offers some of the lowest electric

rates in Connecticut and New England, and annually provides the City of Groton with a return on the electric business in an amount greater than \$2.5 million in cash and services.

These dollars help keep the City's taxes low. The \$2.5 million a year that Groton Utilities contributes to the City of Groton equates to more than two mills that the City does not have to add to the tax bills of its residents and taxpayers.

Groton Utilities Thames Valley Communications Division began offering cable television and high-speed Internet on May 25, 2004. Today, more than 3,000 customers in our service area are enjoying superlative cable television and Internet services with the speed they need. What a start to a new century of being at your service!



In This Issue

- Customers like our broadband services2
- Events Calendar2
- Rabbitaille joins Utility Commission3
- Economic Outlook breakfast scheduled3
- New business spotlight3
- Ways to save3
- New conservation law4
- Parade set for Dec. 34
- Holiday Closings4

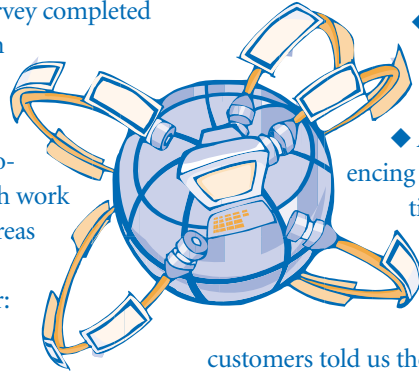
Customers like our broadband services

Groton Utilities' Cable Division, Thames Valley Communications (TVC), is getting rave reviews from customers after just 15 months in business. That's the bottom line result from the Customer Satisfaction Survey completed this year for us by the Center for Research and Public Policy.

TVC has built a hybrid fiber-coaxial cable network throughout the City of Groton and parts of the Town of Groton, with work now continuing to reach the remaining areas of the Town. Here is what some 200 TVC customers told us about our service so far:

- ◆ The vast majority of those surveyed, 93.5%, provided a positive rating for the value of Thames Valley Communications cable services.
- ◆ When considering picture quality received from TVC, 98.5% said they are satisfied.
- ◆ TVC's office personnel got an average positive rating of 95% for eight different characteristics, with courtesy and professionalism earning more than a 97% positive grade.
- ◆ Field personnel also earned high grades from both resi-

dential and business customers, with positive ratings over 95% for qualities such as courtesy, helpfulness, neatness of work, and responsiveness.



- ◆ Some 96% of those surveyed agreed that TVC's bills are user-friendly.
- ◆ Among those TVC customers experiencing a non-power related service interruption lasting more than five minutes, 94.1% said service was restored promptly.
- ◆ When asked about future choices, customers told us they would be interested in additional programming in the areas of education, movies, and health, wellness and fitness.

Our sincere thanks to all who took the time to participate in this survey. For more information on TVC, call us at 446-4009 or stop by TVC's Customer Care Center in the Municipal Building at 295 Meridian St. in the City of Groton. You can also check out TVC at www.tvconnect.com.

GBA Meeting and Events Calendar

"The Business Voice of Greater Groton"

We are an "On the Road" Chamber Division. Please let us know if you would like to sponsor a breakfast meeting at your place of business. These meetings are very informative and beneficial for all our members. If your business is interested in hosting a monthly meeting of the Groton Business Association of the Greater Mystic Chamber of Commerce, please contact Bud Fay at Pop's Kitchen at 445-5550, Lorraine Sanborn at Americore Mortgage at 448-2243 or Tricia Barkley at the Mystic Chamber at 572-9578.

November 17 at 7:30 a.m.
Regular Monthly Meeting
"Fall on the Road Business Tour 2005"
Salt & Light Stitchery
179 Thames St.
City of Groton

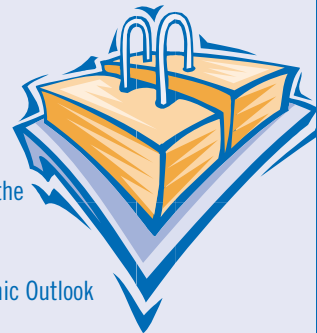
December 3 at 5 p.m.
Groton Holiday Lights Parade Celebration
Beautiful Downtown Groton

December 7 at 7:30 a.m.
Quarterly Breakfast Meeting at the Groton Inn & Suites
Sponsored by Groton Utilities
Annual Groton Business Economic Outlook

December 2005
There is no regular monthly meeting in December.

January 19, 2006 at 7:30 a.m.
Regular Monthly Meeting
"Winter on the Road Business Tour 2006"
Site to be announced

February 16, 2006 at 7:30 a.m.
Regular Monthly Meeting
"Winter on the Road Business Tour 2006"
Site to be announced



Rabitaile joins Utility Commission



David A. Rabitaile

David A. Rabitaile of 45 Broad St. joined the City of Groton Utility Commission on August 1.

He was appointed by the Mayor and Council to complete the unexpired term of Julio Leandri, who left the Commission in May after serving since 1986. The term runs through May 31, 2006.

After working at Electric Boat for 27

years, Rabitaile retired in September 2004 from quality engineering. He is a native and lifelong resident of Groton and lives with his wife, Sandra. The Rabitaile name is a familiar one to those in the City. His wife is a lifelong resident of the Town of Groton, a daughter of Irene Merritt of Fort Hill Farm.

He is currently a partner in a property management firm, DRDS Properties, LLC. The company owns income property, both residential and commercial. His family, including his father, has a history of experience in the construction business

through the years. He and his stepson, Daniel A. Strasshofer Jr., a Certified Public Account, own and operate the business.

While working at Electric Boat, Rabitaile earned an associate's degree in industrial engineering from the University of New Haven.

David has been involved in a couple of local committees through the years, including one which originally reviewed the City's plans to enter the cable television business, and a panel which studied the City's potential involvement with bulky waste pick-up.

Note the new date

Economic Outlook breakfast scheduled

The seventh annual Economic Outlook breakfast will be held at the Groton Inn & Suites at 7:30 a.m. on Wednesday, December 7. **Please note the new date.** This special event offers a unique opportunity for the business community to hear first hand about the state of business and learn what's ahead in our economic future. Groton Utilities is sponsoring the breakfast.

The National Federation of Indepen-

dent Businessmen (NFIB) in association with the Groton Business Association (GBA) of the Greater Mystic Chamber of Commerce and the Chamber of Commerce of Eastern Connecticut, Inc. are bringing together national and state economists to discuss the economy.

The keynote speech will be delivered by a national economist, sponsored by the NFIB. Lead economists from the State of Connecticut are

also expected to be part of the speaking program.

The breakfast buffet is \$15 for Chamber members and \$20 for non-members and at the door. For reservations, call the Mystic Chamber at 572-9578 or the Eastern Chamber at 464-7373. You can also fax the form to the Mystic Chamber at 572-9273 or the Eastern Chamber at 464-7374 by 4:30 p.m. on December 5.



Christine Mikkola and Mary Pawluk have opened an old-fashioned gift shop, **Salt & Light Stitchery**, at 179 Thames St. in the City of Groton. The shop sells handmade gifts. Store hours are 10 a.m. to 5 p.m. on Tuesday and Thursday; noon to 5 p.m. on Wednesday, and 10 a.m. to 6 p.m. on Friday and Saturday.

No-cost and low-cost ways to save

- Have a trained technician test and tune your heating plant. It's a small investment that can save you hundreds and even thousands of dollars in a single heating season.
- Check that thermostat time switches are set to the minimum period and ensure that room thermostats and radiator controls are on minimum settings.
- Use a combined thermostat/timer/occupancy sensor to control heating in areas such as meeting or conference rooms as needed.

Holiday Closings

Our offices at the City Municipal Building, including Customer Care and Thames Valley Communications, our Cable Television Division, and our operational sections, located at The Julio H. Leandri Operations Complex on Poquonnock Road, will be closed for these upcoming holidays:

Thursday, November 24
Thanksgiving Day

Friday, November 25
Post-Thanksgiving Day

December 26
Christmas holiday

January 2, 2006
New Year's holiday

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 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 open until 7 p.m. on Thursdays and 8 a.m. to noon on Saturdays. The office is closed on Sundays and holidays.

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 860-446-4098

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.

New law requires programs to encourage conservation

The State of Connecticut legislature this past session passed a law to encourage all electric utilities to offer conservation and load management programs and to invest in renewable energy sources.

Given today's rising prices in the energy markets, this legislation should help our customers cope better with these economic conditions in 2006 and beyond.

Groton Utilities is now developing programs to comply with this new law and will provide more detailed information in the winter edition of *Business Connections*, which will be distributed in January 2006.

The state statute mandates municipal electric utilities to collect funding for Energy Conservation Programs as of January 1, 2006. The first year requirement is 1 mil, or one-tenth of a cent, for each kilowatt-hour of metered electricity sold.

These funds must be used to invest in renewable energy sources and for conservation and load management programs. These expenditures must be in conformance with an annual review conducted by the State of Connecticut.

Parade set for December 3

The Groton Business Association (GBA) of the Greater Mystic Chamber of Commerce will hold its Seventh Annual Holiday Lights Parade on Saturday, December 3 at 5 p.m. The GBA, the Town of Groton and the City of Groton invite you to participate in this special annual holiday event.

The parade's theme is "Groton: Past, Present, Future" in conjunction with the Town of Groton Tercentennial celebration.

The line of march starts at the entrance

to Groton Utilities' Julio H. Leandri Operations Complex opposite South

Road and ends at the Groton Shopping Plaza. After the parade, Santa Claus will have the honor of lighting up the holiday tree at the back of the Plaza.

The parade will feature floats from businesses, clubs and organizations, along with marchers from all groups in the community including the Fitch Senior High School marching

band. Trophies will be awarded to parade participants. Judging will be held at 4 p.m. before the parade starts.

