



connections

Groton Utilities water supply holds steady



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Despite the reported drought conditions in some area municipalities, the Groton Utilities water supply remains stable.

“We continue to be at about 65-70 percent of our storage capacity, even though we have experienced abnormally low rainfall during the past few months,” said Richard M. Stevens, General Manager of GU’s Water Division. “Our five reservoirs of surface water continue to re-supply with water from our 15-square-mile watershed.”

Stevens noted that the last two months of the year are usually high rainfall months. Historically, November is one of the wettest months of the year. “We can only hope that historical patterns hold true this year,” he said.

“It is encouraging that our water supply remains stable, especially since we have been pumping more water to our distribution system than last year,” Stevens said. “This speaks well

of the ability of our watershed to recharge and maintain an adequate water supply.”

Groton Utilities Water Division has 6,600 water customer accounts and serves a population of some 45,000 people. The Water Division serves the City of Groton, parts of the Town of Groton, Groton Long Point, Noank, and sells water to the Town of Ledyard on a sale-for-resale basis. In addition, the Division distributed its first water through the Regional Water System in September this year.

“Another factor that adds to the confidence in our water supply system is that it remains stable, even after we have begun selling water to other customers in the region through the water transmission line under the Thames River,” Stevens said.

“Water management practices have added significantly to the quantity and quality of water supply over the years,” he said. “The Water Division prides itself in exercising best practices.”



Director of Utilities resigns



Glenn M. Wilson

After more than four years in the top spot at Groton Utilities, Glenn M. Wilson has resigned as Director of Utilities to accept a position as the chief executive officer of another company. His resignation is effective January 11, 2008.

“It has been a distinct honor and privilege to be part of such an excellent organization,” Wilson wrote recently

to GU employees. His new employer will make a public announcement about his appointment in the near future.

Wilson joined Groton Utilities in 2000 to head the new cable

television and high-speed Internet operation, and later served as Deputy Director of Commercial Enterprises. He was named Director of Utilities in April 2003 when Alexander B. Chisholm retired.

“I wish him well,” said City of Groton Mayor Dennis L. Popp. “He was a good and valuable employee.”

Shirley Dunbar-Rose, a City of Groton Utility Commissioner, said, “Wilson was an asset to the utilities.” She described Wilson as always sincere, well respected and well prepared.

The City Council and the Utility Commission are developing a search process for a new Director of Utilities.

Remember to keep hydrants clear

As the winter season begins and snowy weather approaches, Groton Utilities is asking for your help. Please keep fire hydrants on the sidewalks near your property free of snow and ice. In case of fire, it is vital that firefighters have quick access to them.

With frequent winter snowstorms, we cannot always clear all of the more than 700 area fire hydrants as quickly as we would like. Before the snow starts to fly, look around your property to locate the nearest hydrants. That way, you'll know where they are after a storm.

When clearing driveways or parking lots, don't shovel or plow snow on top of or around fire hydrants. Remember to point out hydrant locations to your snow removal contractors and ask them to avoid blocking them, too. Local fire

chiefs have requested that we also ask you to avoid parking vehicles near hydrants.

If you were one of our many thoughtful customers who helped keep the fire hydrants free of snow and ice in the past few years, Groton Utilities appreciates your cooperation and thanks you.



If you are one of those firefighters from the City of Groton, Poquonnock Bridge, Center Groton or Mystic Fire Departments who helped out in the past, we also add our applause for your generous support. We hope you're on our snow removal team again this winter season.

By working together to keep hydrants clear, we can all do our part to make it a safer winter for you, your family, your neighbors and the entire community.

Thanks for caring

Groton Utilities' customers have donated several thousand dollars to the Energy Assistance Fund since it began. Thank you for caring! You

have helped many less fortunate families pay their utility bills.

If you're in a position to give again or perhaps you're thinking about giving for the first time, we urge you to donate to the fund. Let's help

some of our neighbors get off to a better New Year.

Send your donation check (no cash please), payable to GU/EAF, to: GAP c/o Groton Social Services 2 Fort Hill Road Groton, CT 06340-4723

GU's TVC plans phone service



Groton Utilities' Cable Television Division, Thames Valley Communications (TVC), is finalizing its plans to implement telephone service.

David Lee, TVC's chief operating officer, said that TVC is proud to be adding another service to its existing package of broadband services.

"We are responding to our customers, who have asked for this service over the past several months," Lee explained. "We reviewed this request by our customers, studied our options and concluded there is a strong enough demand."

If you are a business or resident in the City of Groton, Town of Groton or Gales Ferry, but have not yet signed up for our cable and high speed Internet services, you can obtain these

services immediately. TVC has also started to offer its services in Stonington south of I-95.

Call for more information at 446-4009 or stop by TVC's Customer Care Center in the Municipal Building at 295 Meridian St. in the City of Groton.

"We are finalizing our implementation plan and fine-tuning the details," Lee added. "We know our customers have become accustomed to the best in the products we offer and the quality of our customer service. We will do everything in our power to meet our customers' expectations as we roll out this new service."

Customers can also check out TVC on the web at tvconnect.net. Thames Valley Communications is your quality hometown cable and Internet company, bringing you "Local Service, by Local People, from a Local Company."

City Cabaret presents four concerts

City Cabaret kicks off this winter's concert series on December 9 with a performance by Andy Sherwood's New Orleans Connection. All concerts will be held in the City of Groton Auditorium on Sundays at 3 p.m. through March.

The City Cabaret concert series is co-sponsored and co-produced by Groton

Utilities and the City of Groton Parks and Recreation Department. There is no entrance fee, and no alcohol is allowed.



There will be a January 20 concert to be announced, while OBrien Strings, a classical trio, will perform on February 17. Jazz pianist Jack Madry will close the series with a concert on March 16.

The City of Groton Auditorium is in the City of Groton Municipal Building at 295 Meridian St. To get there, take Exit 87 off I-95. Turn right at the first light. The concert venue is a low, level brick building on the left.

The concert schedule is available on both the City's and Groton Utilities' websites. The concert info line is 446-4128.

Here's a great holiday gift idea

A certificate for GU products or services is a great holiday gift idea. GU gift certificates can be used to pay for electricity or water, or for our Surge Sentry Home Protection service.

This is the perfect gift for that hard-to-buy-for person, and is sure to be appreciated by all. It delivers comfort and convenience at a time of year when budgets can be strained.

A GU gift certificate is especially thoughtful for the seniors

on your gift list. It's a gift of security and well being, whether recipients use it to cover their electric and water needs, or if they decide to buy surge protection for their home appliances.

Best of all, you don't need to fight traffic and crowds to give this special gift. Just drop by our Customer Care office at the Municipal Building at 295 Meridian St. or give us a call at 446-4000.

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 The Julio H. Leandri Operations Complex on Poquonnock Road, will be closed for these upcoming holidays:

Tuesday, December 25

Christmas Day

Tuesday, January 1

New Year's Day

Monday, January 21

Martin Luther King, Jr. Day

Monday, February 18

Presidents' 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.

Use extension cords with special caution

Extension cords are popular because they offer convenience and are easy to use on a temporary basis. But if used improperly or carelessly, extension cords can be dangerous.

If you are using extension cords for holiday decorations, be on the lookout for worn or damaged cords. When in doubt, throw it out. Also, replace older cords that are non-polarized – polarized plugs have one blade wider than the other. Never force a plug into an electrical outlet if it doesn't fit. Plugs should fit securely into outlets.



When you buy an extension cord, make sure that a nationally recognized testing laboratory, such as Underwriters Laboratories, has listed it. If you plan to use a cord outside, make sure it is specifically marked for outdoor use. Indoor-use cords will not withstand outdoor conditions and could result in a shock or fire hazard.

Make sure your cords have safety clo-

sures; older ones often do not. Cords without safety closures can expose young children to shock hazards and mouth burn injuries. Keep cords out of reach of children, if possible, and out of high traffic areas where people might trip over them. Never attach

them to the wall or floor with nails or staples, and don't cover cords with carpets, furniture or appliances.

Don't overload your extension cord. To check, make sure that the total number of watts connected to

the extension cord is no more than the cord rating listed on its packaging. Read the labels on your appliances for wattage information. Use special heavy-duty extension cords with high-wattage appliances.

Remember, extension cords are intended only for temporary use and not as a permanent substitute for inadequate house wiring. A licensed electrician can advise you on how to improve your home's wiring, if necessary.

Streetlight problem?

If you see a streetlight that isn't working properly, please call us at 446-4000 so we can fix it right away. This includes lights that are completely out, shine during the day, or flicker on and off. We will need the pole number and the street name.

Remember, this request is for Groton Utilities' electric service area only. We do not service poles in CL&P's area. Thank you for helping us make our service area safer!

