



# Wallingford Electric Division Newsletter

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Vol. 35, No. 11  
Summer 2021

## Wallingford Electric Division – New Employees

### **Marianne Dill (Business Office Manager)**

Marianne joined the Electric Division on April 19, 2021 as our Business Office Manager. She earned a Bachelor's of Science degree in Accounting from Fairfield University and has taken post graduate courses at Quinnipiac University.



Marianne started her professional career as a public accountant with Weinstein and Anastasio, PC in Woodbridge, CT before transitioning to the private sector. She held accounting positions at Turbine Components Corporation in Branford, CT and Bic Corporation in Milford, CT. She most recently worked at Ethos Energy Accessories and Components (formerly Wood Group) in several financial roles including, Controller, Vice President Finance, and Finance Manager at their Wallingford and East Windsor, CT sites. Ethos Energy Accessories and Components overhauls and repairs gas turbine engine components for the aero, aero-derivative and heavy industrial turbine markets.

### **Alex Boutsoulis (Chief Engineer)**

Alex comes to us with more than 40 years of experience in distribution and transmission engineering, planning, compliance, reliability and project management. He has also worked closely with the New England Power Pool (NEPOOL) Reliability Committee and Independent System Operator – New England (ISO-NE) regarding proposed transmission and generation interconnection projects, generation- interconnection agreements, cost allocations, transmission-distribution system constraints, stability-power flow studies and operations guidelines. Alex worked for the United Illuminating Company in various electric utility engineering, operation and planning positions for over 40 years. He has a Bachelor of Science degree in Electrical Engineering from Worcester Polytechnic Institute in Worcester, MA and a Master of Business Administration degree from the University of Connecticut. Alex has published and presented several technical papers regarding reactive power planning and distribution reliability. He was voted outstanding speaker at two national conferences.

### **Donald Mauritz (Energy Conservation Specialist)**

Donald recently joined the Wallingford Electric Division as an Energy Efficiency Specialist. His previous employment was as a building scientist with over 25-years' experience working in California and Washington, D.C. on the ENERGY STAR and Federal Energy Management Programs. Since returning to Connecticut in 2017, Don has worked in support of Energize CT's Residential New Construction Program and Multifamily Initiative. He is certified Home Energy Rater and Small Business Energy Auditor.

### **Frankie Nieves (Distribution Technician)**

Frankie joins the Wallingford Electric Division with over 30 years of experience, covering the electric systems division of United Illuminating. His main priority is the safety of his employees and meeting customer needs to assure little to no disruption of service. Frankie is hardworking and reliable with a strong ability in communications and organization especially in storm mode. He offers guidance, solutions, and mentorship to other team members. Frankie is a highly organized individual, who reads and understands technical manuals, wiring prints and schematics. Additionally, he is fluent in Spanish.

## Interactive Voice Response System (IVR)

Wallingford Electric Division (WED) recently implemented an Interactive Voice Response system. Callers now have the option to opt into the system and follow the prompts to report electrical trouble/outages. They may also choose to leave a message. Based on the information provided by the customer during the call, the WED's Outage Management system will create an outage event. WED System Operators will receive indication of the outage event and dispatch a crew to assess the issue. In order for the system to work efficiently it is important for the WED to have accurate customer contact information in our customer information system. WED encourages customers to call Customer Service (203-294-2020) and update their contact information. This will ensure that the IVR System operates efficiently, and WED staff can assess and restore service as quickly as possible.



## Wallingford Electric Division

100 John Street, Wallingford, CT 06492  
Hours: Mon. - Fri. 8:30AM to 5PM  
(203) 294-2020

### To report a streetlight problem

(203) 294-2273

### Outage-related calls

(203) 265-5055

### Energy Conservation Programs

(203) 294-2280

### Public Utility Commission

(203) 284-4016

### Commissioners

Robert Beaumont, Patrick Birney, Joel Rinebold

### Director of Public Utilities

Richard Hendershot

Tony Buccheri- Electric Division General Manager

(203) 294-2265

### Payment Locations

Tax Office Room 209, Wallingford Town Hall,  
45 South Main Street

### Drop Box

Wallingford Town Hall  
Adjacent to Prince Street entrance





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## SmartCharge New England

The Wallingford Electric Division (WED) is participating in a two-year data-collection program for electric vehicles called SmartCharge New England. Working with FleetCarma, a division of Geotab, WED will collect data on electric vehicle charging within its service territory.

WED is looking for customers with all-electric or plug-in hybrid vehicles to voluntarily enroll in this Program and allow FleetCarma to remotely record when their cars are charged. This data will help WED devise strategies to address the expected growth in electric vehicle charging. WED is offering this program at no cost to 25-qualified customers who are willing to make the 2-year commitment.



FleetCarma will provide all of the hardware and software necessary to collect and report the data. All the customer has to do is set up an online account with FleetCarma and plug a Connected Car Device (CCD) into their vehicle's diagnostics port (typically located underneath the dashboard). Once plugged in the CCD does all of the work; the customer continues to drive and charge their car like they normally would. There is no cost to the customer for participating.

Customers interested in participating in SmartCharge New England can apply through FleetCarma's website at <http://www.fleetcarma.com/smartchargene-wed/>. If accepted, the customer will be notified by FleetCarma and asked to create an online account. FleetCarma will then mail the CCD to the customer along with instructions on how to register, activate and plug it into the vehicle's diagnostics port. Once plugged in, the CCD will record when the vehicle is charged, connect to the local cellular network (no phone is required) and transmit the data to FleetCarma's cloud-based server. Customers enrolled in the program will be able to access their charging statistics via their online SmartCharge Dashboard. The entire architecture is encrypted and secured from device to cloud to user interface. The collected data is confidential and will not be shared with any entities outside of the WED and FleetCarma.

For more information call FleetCarma at (800) 975-2434 or WED at (203) 294-2280.

## Crews practice bucket / poletop rescue protocol

As part of that strategy, our linemen practice bucket/pole top rescue of a coworker.

It's one of a lineman's worst nightmares. Having to rescue a "hurt-man" who's been injured and knocked unconscious while climbing a power pole or operating a bucket truck.

As part of the annual training, our lineman practice bucket truck rescue systems, pole top rescue procedures, and structure and tower rescue procedures. Employees have a hands-on application of methods through a practical demonstration of rescue procedures.

