



Wallingford Electric Division Newsletter

Serving our customers since 1899 | www.town.wallingfordct.us

Vol. 32, No. 8
Fall 2020

A Message from the Director of Public Utilities

TROPICAL STORM ISAIAS

As all of you reading this know, on August 4 Tropical Storm Isaias moved through Connecticut. Though the storm was centered near the CT-NY line, its effects were felt state-wide, including here in Wallingford. High winds toppled many trees, and broke numerous tree branches and limbs. This in turn caused significant damage to power lines, causing thousands of our customers to lose power. At its worst, over 4,000 customers, or roughly 16% of our customer base, were without electric service. The WED quickly moved to obtain additional resources to assist with this service restoration effort. By the evening of the 4th, three additional contractor tree-trimming crews had been secured to assist. Additionally, a total of five "mutual aid" line crews, from four different municipal electric systems in Massachusetts and Vermont, had been secured and were or soon would be working in Wallingford to aid in the restoration. Overall, the WED roughly tripled its typical total number of linemen and tree-trimmers, and of course, all available WED staff pitched in and worked diligently, until the last customer was restored, near mid-day on Saturday, August 8. In total damage and impact, this storm was very similar to Tropical Storm Irene in 2011, and the WED restored service even quicker (less than five full days, vs. approximately seven days for Irene). I am very proud of the men and women of the WED, and their excellent response to this challenge. As a Wallingford resident myself, I am glad to have the WED as my electric service provider, especially "when the wind blows" as it did on August 4.

A YEAR — LONG REFUND

At its regularly scheduled meeting on September 1, the Wallingford Board of Public Utility Commissioners (PUC) voted unanimously to refund, to all Wallingford Electric Division customers, a total of \$3,670,000 over twelve months beginning October 2020 and continuing through September 2021. WED Staff recommended this refund, which will take the form of a per kilowatt-hour credit on all electric bills issued during this time frame of \$0.006562 (or 0.6562-cents per kWh). For the typical residential customer who uses 750 kWh a month, this calculates to a monthly credit of \$4.92, or a calculated annual credit of \$59.04. The monies for this refund are available in the WED's cash reserves, which as of the end of June were calculated to be well above the WED's self-imposed minimum cash reserve level.

The amount of the refund is equal to the cash-award paid to the WED by CMEEC in May of 2019 as part of the Arbitration Settlement Agreement developed by the Arbitrator. WED Staff has determined that even after the pay-out of this refund, and after accounting for the costs of the service restoration effort associated with Tropical Storm Isaias, the WED's cash reserves will remain above the minimum level.

This refund is in addition to the current bill credit that results from the "negative" PCA that will remain in place through December 31, 2020.

Richard A. Hendershot
Director of Public Utilities

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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Celebrate National Energy Awareness Month



In honor of Energy Awareness Month, the following is a simple checklist of energy conservation/efficiency measures to use at home during the month of October and beyond.

-  Swap your incandescent bulbs for energy efficient compact fluorescents (CFLs) or light-emitting diodes (LEDs).
-  Turn off the lights in unoccupied rooms or consider installing timers, photo cells, or occupancy sensors to reduce the amount of time your lights are on.
-  Install a programmable thermostat that can be adjusted according to your schedule.
-  Think of ways to reduce your water heating bills. Water heating can account for 14%-25% of the energy consumed in your home.
-  Caulk leaky windows.
-  Seal up the largest air leaks in your house - the ones that whistle on windy days, or feel drafty.
-  Insulate. If your walls aren't insulated have an insulation contractor blow cellulose into the walls.

Know What To Do.....

If you are in a car accident involving a utility pole, your vehicle and the surrounding area may become energized, making the area unsafe.

1. Do **NOT** leave the vehicle, and warn others to stay away.
2. If you have a cell phone, call 911 to have the utility notified.
3. Wait until a utility employee has told you it is safe to leave your vehicle. The only reason to leave the vehicle is if it is on fire.
4. If your vehicle is on fire, jump as far away from the vehicle as you can with your feet together, and without touching the car and the ground at the same time. Shuffle or hop away from the vehicle, keeping your feet together.



Ask To See Our Photo ID

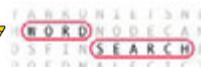
All Wallingford Electric employees have picture identification badges with the Town of Wallingford seal on them. When in doubt, call our Customer Service Center at 203-294-2020 and ask if any of our employees are in your neighborhood.

Our meter readers also wear uniforms with our company logo, as the one that appears on page one of this newsletter.



Field personnel do not wear uniforms, but are required to wear their identification badges with their photo and the Town of Wallingford seal.

ELECTRICITY



G	H	Y	B	N	W	T	T	U	R	W	E	P	M
A	C	E	A	L	R	E	E	R	S	I	R	A	L
A	A	E	T	P	U	K	T	W	I	N	R	R	I
I	M	O	T	O	R	C	L	P	E	A	M	A	G
N	P	S	E	S	L	O	B	M	Y	S	C	L	H
S	U	U	R	A	S	S	S	H	R	O	U	L	T
U	B	L	Y	S	C	N	C	R	T	T	R	E	B
L	T	S	D	S	U	T	O	R	A	R	R	L	U
A	R	N	I	A	I	C	B	R	M	U	E	N	L
T	E	I	M	W	M	S	E	R	T	E	N	S	B
O	Z	A	S	S	R	R	A	L	I	C	T	B	E
R	Z	M	S	E	R	I	E	S	L	G	E	H	E
C	U	C	W	I	R	E	S	B	C	E	H	L	R
E	B	N	L	R	C	G	U	L	P	S	L	T	E

SWITCH
BUZZER
MOTOR
BRIGHT
SOCKET

SERIES
INSULATOR
DIM
CELL
PARALLEL

SYMBOLS
LIGHT BULB
WIRES
BATTERY
PLUG

CURRENT
ELECTRONS
MAINS