



Wallingford Electric Division Newsletter

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

Vol. 34, No. 10
Spring 2021

WE ASK FOR COOPERATION TO PROVIDE ACCESS TO METER READING DEVICES

A remote water meter reading device is attached to the outside of your home or business. It is slightly larger than a water faucet. You may have painted it to match your home's exterior color.

The Wallingford Water and Electric Divisions ask that you please keep this device accessible because our Meter Readers must physically touch this device when they visit the site to read the water meter. Please keep shrubs and bushes trimmed and remove snow from around these devices in the winter. Keeping these devices accessible allows us to provide you with a timely bill based on an actual reading rather than an estimated reading. It also creates a safe environment for the Meter Readers to do their work, and they appreciate your cooperation.



SAFETY: JOB ONE

Safety is a top priority at the Wallingford Electric Division. While reliably delivering value-priced energy to our customers is important, how we do the job is just as important. Working with and around electricity is a dangerous occupation, and carelessness can kill.

The Wallingford Electric Division keeps the safety of its employees and the public in the forefront at all times. Power lines, substations, storm damage and downed power lines must all be managed to ensure everyone's safety. To meet this challenge our safety program is multi-faceted. Safety messages are issued regularly, signs reinforce the message, equipment is continually being tested, safety procedures are enforced, monthly meetings address issues of concern for workers and customers, training is ongoing, procedural improvements are made, and suggestions are listened to and implemented.

But we need your help to keep the community a safe one. In severe weather, everyone needs to be alert for downed wires or other hazards. An alert public is a helpful public. If you notice anything unusual, such as power outages or a wire hanging loose, report them immediately. Call 203-265-5055 and let us know.

Safety pays - but only if everyone is vigilant and utility employees are well trained for their jobs. It's a constant endeavor at the Wallingford Electric Division.

HAVE YOU VISITED OUR WEB SITE YET?

Did you know that www.town.wallingfordct.us is full of wonderfully useful information? From a brief history of our town to a list of town officials and how to reach them, our web site provides direction and information to our town residents on many different topics. You will find a list of services provided by the town, from recreational to safety, as well as links to other agencies that provide additional services.

Clicking on 'Electric Division' takes you to the WED pages where questions related to your electric service and energy conservation and efficiency can be answered. We encourage you to explore energy and money-saving information by selecting 'Energy Conservation - Residential'. Here you will find information on several valuable programs that can save you money. WED Residential Cool Choice presents information on rebate opportunities for high efficiency central air conditioning systems. There is a heat pump water heater rebate opportunity for customers who choose to install this type of water heater. Home Energy Savings (HES) is also presented here, a program that offers hundreds of dollars of products and services to most customers with no co payment required.

This is also where you will find information about how to conserve energy through simple behavior changes, information about clean renewable energy, and information about the money-saving advantages of energy efficient lighting.

If you still have questions after reviewing our website, we are available to help. Call the WED's Energy Efficiency Specialist at (203) 294-2280 weekdays from 8:30 AM to 4:30 PM. We are here to help you conserve energy and save money.

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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⚡ ELECTRICAL SAFETY OUTDOORS ⚡

With spring in the air many of us will be outdoors at work or play. Safety outdoors when electricity is around should not be over looked. Here are six tips to keep you from harm's way.

KEEP CLEAR OF POWER LINES

- ✓ When power lines are nearby, use wooden or fiberglass ladders - not metal.
- ✓ Never place a ladder where it can fall into a power line.
- ✓ Carry ladders or long-handled tools low enough to avoid coming into contact with overhead lines.
- ✓ Don't install an antenna where it might fall and hit a power line.

CHECK OUT YOUR EQUIPMENT

- ✓ Keep all electrical appliances a safe distance away from water and don't use power tools when standing in wet areas.
- ✓ Never use an electric mower when the grass is wet.
- ✓ Power tools should be properly grounded, and use only heavy-duty extension cords rated for outdoor use.
- ✓ Make sure outdoor electrical outlets have ground fault circuit interrupters (GFI) and weatherproof covers.

AVOID SUBSTATIONS AND TRANSFORMERS

- ✓ Instruct your children to stay away from utility substation fences and pad-mounted transformers.
- ✓ If you see a substation fence or transformer cabinet that has been vandalized, call 203-265-5055 immediately.
- ✓ Teach children to look for **DANGER** signs displayed on all high voltage equipment.

FLY WITH SAFETY

- ✓ Never fly kites or model airplanes near power lines. It is also important never to use wire or metal on kites - only dry string.
- ✓ Don't release metallic balloons. They can get caught in power lines and cause outages
- ✓ Let the utility untangle kites or balloons that do get snagged on overhead lines. Don't try to do it yourself.

LEAVE DOWNED POWER LINES ALONE!

- ✓ If you come across a downed power line, call 203-265-5055 immediately. **DO NOT GO NEAR IT.**
- ✓ If a power line falls on your car, stay inside unless the car catches fire. In such a case, jump clear of the car without touching metal and the ground at the same time.
- ✓ If someone comes in contact with a live outdoor power line, the only safe thing to do is call the utility immediately so the power can be turned off. **NEVER ATTEMPT TO MOVE THE VICTIM OR THE POWER LINE.**

LANDSCAPE WITH CARE

- ✓ Don't plant tall-growing trees under power lines. Call 203-265-5055 if the tree needs trimming.
- ✓ Keep bushes and shrubs away from your meter.



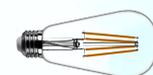
FUN FACTS ABOUT SAVING ENERGY



- \$ A heavy coat of dust on a light bulb can block up to half of the light.
- \$ A compact fluorescent light bulb uses 75 percent less energy than a regular bulb and it can last up to four years.
- \$ A hot water faucet that leaks one drop per second can add up to 165 gallons a month . That's more than one person uses in two weeks.
- \$ An energy-smart clothes washer can save more water in one year than one person drinks in an entire lifetime!
- \$ A crack as small as 1/16th of an inch around a window frame can let in as much cold air as leaving the window open three inches!
- \$ Every time you open the refrigerator door, up to 30 percent of the cold air can escape.
- \$ Every year, more than \$13 billion worth of energy leaks from houses through small holes and cracks. That's more than \$150 per family!



When Your Power Goes Out



The Electric Division frequently receives "no power" calls from customers whose own equipment turns out to be the cause of the interruption. Often the power can be restored simply by the customer resetting their own circuit breaker(s). Listed below are steps to follow if you lose power.

1. First try to determine whether the interruption involves only your home or business. Can you see lights on at a neighbor's? Is the nearest street light still on? Maybe you can call a neighbor to ask if they have power. Also, confirm whether the power is interrupted throughout your home or business (or just a portion).
2. If the power outage appears to involve more than just your location, call the Electric Division at 203-265-5055 (day or night) to report the outage.
3. If the outage seems to be limited to just your home or business, check the circuit breakers at your main service panel. Your main circuit breaker is typically located at the top of the panel, centered between two vertical rows of smaller circuit breakers. In some instances, the main circuit breaker is located outside at the electric meter. Make sure all of them are in the ON position. Look closely, as the difference between the ON and OFF positions can be slight and sometimes difficult to notice at first glance. If all of your circuit breakers are on, call us to report the outage.
4. If any circuit breaker appears to have tripped, you must first move it all the way in the OFF direction before you can successfully turn it back on. You should both feel and hear a "click" in each direction when you do this.
5. If your circuit breakers stay in the ON position but you still have no power, please call us. If your circuit breaker trips again, then there is a problem within your electrical system and you should contact a licensed electrician.

