



**06855**  
**CONNECTION**  
 February/March 2015

## In the News



TTD's recent installation of Electric Vehicle Chargers at the East Norwalk Library was front page news in The Norwalk Hour on Sunday, January 18th. Access the full article at [ttd.gov/news](http://ttd.gov/news).

## Mark your Calendars!

The TTD Annual Meeting will take place on **Wednesday, March 4th** in the Community Room of The Marvin, 60 Gregory Blvd. at 7:00pm. If you are unable to attend, please visit [ttd.gov](http://ttd.gov) in early April to review the minutes of the meeting.

## Thank You!

Thanks to everyone who donated items to our Annual Food and Toy Drive in December, especially the generous TTD employees who were instrumental in making the drive a success. The collection at the TTD Tree Lighting, combined with the toys and canned food dropped off at our offices and other locations, allowed us to provide donations to the Society Saint Vincent de Paul at St. Thomas Church and Toys for Tots.

## Customer Satisfaction Survey

TTD is finalizing a customer service survey that will be launched early this year. Phone calls will be conducted by our trusted partner, SDS Research, to a random sample of customers. We appreciate your cooperation and honest feedback, since results will be used in our overall plan for improving customer service at TTD.

## Coming Soon

We are proud to announce that a Budget Billing Program will be available in the coming months. This new program will allow qualified customers to more accurately anticipate their monthly bill. Stay tuned for important dates and deadlines.

## A Word from CMEEC

Over the past several months, electric price increases have been widely reported throughout New England. Through its ownership of the Connecticut Municipal Electric Energy Cooperative (CMEEC), TTD, along with all other electric utilities in New England, is required to procure electricity from wholesale markets controlled by an organization called the Independent System Operator - New England (ISO-NE). ISO-NE has the sole authority to set rules for pricing electricity through federal authority granted by the Federal Energy Regulatory Commission (FERC) in Washington DC.

As a locally-owned utility, TTD has continually worked to meet the following objectives for their customers: reliable service, reasonable costs, adequate compensation for electric facility investments, and recognizing long-term policy and risk concerns such as regional competitiveness, stability, fuel diversity, and environmental stewardship.

Please feel free to contact Jim Smith, TTD's General Manager, at 203-866-9271 to find out more about how TTD works with CMEEC, as well as the challenges in the electric markets and what TTD is doing to help you reduce your electricity costs.

## Community Corner

### TTD Holiday Closings:

**Monday, February 16: Presidents Day**

### Upcoming Meetings:

**Monday, Feb. 2: Commission Meeting**

**Monday, Mar. 2: Commission Meeting**

**Wednesday, Mar. 4: Annual Meeting**

### District Commissioners

Charles L. Yost      203-853-0837    Chairman  
 David L. Brown    203-866-8099    Commissioner  
 Debora Goldstein   203-252-7214    Commissioner

James Smith      203-866-9271 ext. 3  
 Ron Scofield      203-866-9271 ext. 4  
 Michael Intrieri   203-866-3001

General Manager  
 Asst. General Manager  
 Treasurer

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### TTD At Work ...

Improvements continue at Shorehaven Golf Club, where lines will be placed underground as part of the overall renovation of the club. We anticipate significant progress in our efforts once the snow clears.

The LED Streetlight installation on Cove Avenue is now complete. We will continue working on various streets throughout East Norwalk, and our plan is to complete the entire District by the end of the year.

Recently, you may have seen the TTD crews working to replace some pole mount transformers in the District. We are continually updating old equipment as part of our on-going effort to increasing reliable electrical service for our customers.

Also, in an effort to improve reliability in the area, Winfield Court has been updated with new poles, lights and wires.

TTD is committed to responsible, consistent tree trimming within our service territory. Our on-going efforts have helped to clear obstructions to our lines and line work, especially in storm conditions. Please be aware of our crews and drive carefully around on-going tree trimming work.

### Winter Safety Tips

**Be careful not to overload circuits with electric appliances, especially if you're using a space heater.**

**If your home has a generator, be sure it's located outside your house and well-vented during operation.**

**Consider replacing the back-up battery in your carbon monoxide detector.**

### Website Corner:

#### Spanish Website Pages

For our Spanish-speaking customers, we have started to incorporate Spanish translations within ttd.gov - Look for the "View in Spanish" link to view the translated version of the page.

#### Online Updates

We are always looking for clear ways to communicate to our customers more efficiently. Visit ttd.gov to see some recent website enhancements, including an updated events & news area on the home page, and an easy to access, full-year calendar complete with scheduled office closings, holiday hours, commission meetings and other event information. And as always, check our home page for emergency power outage announcements. It's our goal to have a helpful and user-friendly website for our customers, and welcome your suggestions and comments at ttd.gov/contact-us.



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