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CONNECTION

## TTD Annual Meeting a Success, Budget Approved

APRIL/MAY 2015

TTD's Annual Meeting was held on Monday, March 23<sup>rd</sup> at The Marvin. TTD Commission Chairman Charlie Yost, Commissioners David Brown and Debora Goldstein, TTD Treasurer Dr. Michael Intrieri, and TTD General Manager Jim Smith were on-hand to present and answer questions from TTD ratepayers.



After a brief industry and legislative update from Commissioner Goldstein, Jim Smith presented the Financial Report, and reported that TTD continues to be in solid financial condition even after the  
*(Continued on page 2)*

### TTD Announces Customer Satisfaction Results

TTD recently contracted with SDS Research, a nationally-recognized survey company, to complete a Customer Satisfaction Survey for the district. Using a representative sample of residential & commercial customers in the district, the survey covered all aspects of the customer experience.

“We are very pleased with the results, commented Jim Smith, General Manager of TTD. “Our goal is to keep those ratings up while continuing to provide reliable service to our valued customers.” *(Continued on page 2)*

### TTD Supports Child Abuse Prevention Month

In partnership with the Norwalk Exchange Club, the tree in Governor Fitch Park at Rogers Square will be lit with blue lights to promote Child Abuse Prevention Month during the month of April.

### Interested in Solar Options?

TTD would like to remind you that current federal tax incentives for solar projects will end in 2016. If you would like information about solar options, please contact Cynthia Tenney at 203-866-9271 for info.

92% of customers gave TTD an overall ranking of “Excellent” or “Good”

### Annual Meeting (Continued)

construction of the Fitch Street Substation/Cervalis projects.

Smith also covered major projects on the horizon for TTD, including the installation of a T1 transformer on East Avenue, which will be completed within the next 4-6 weeks. This installation will help to increase reliability by evenly distributing loads across the district.

Commissioner David Brown presented the district budget for review and approval by the electors. The group discussed plans for the East Norwalk Association Library, based on the earmarked funds for a third-party master plan. Commissioner Charlie Yost stressed the importance of having a committee of stakeholders involved in any discussion and decision-making regarding the East Norwalk Association Library.

After a spirited discussion between the Commissioners and ratepayers, the district budget was approved with minor changes.

The agenda and hand-outs from the meeting are available at [ttd.gov](http://ttd.gov), as well as some of the photos taken that evening. Minutes from the meeting will be published online in the coming weeks.

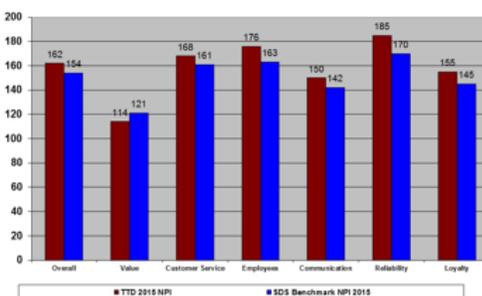
### Survey Results (Continued)

Reliability, Employees, Loyalty, and Customer Satisfaction received the highest ratings within the survey.

“Our employees are the strength of any locally-owned system,” added Smith. “I credit our staff for their ability to provide quality customer service on a day-to-day basis.”

TTD would like to thank all of those surveyed for their participation. More survey result details are available on our website at [ttd.gov](http://ttd.gov).

**TTD vs. SDS Industry Benchmarks**



### TTD Compares Rates to CL&P

During the TTD Annual Meeting, General Manager Jim Smith presented an “apples-to-apples” rate snapshot comparing TTD rates to CL&P rates. The snapshot revealed that TTD’s rates are significantly lower than standard CL&P rates for the same level of service, and even with options available in Generation Suppliers for CL&P customers, TTD rates are still lower, by approximately 15%.

#### Overall Evaluation

•Ratings are very high with six of seven categories higher than Industry Benchmarks

#### Most Positive Areas

- Reliability
- Employees
- Loyalty

#### Area of Focus

•Customers perceive lower Value (normally associated with price)

#### Top Box Scores

•Highest rating choice chosen by customers for all categories (modal score)

### Holiday Closings

Friday, April 3: Good Friday

Monday, May 25: Memorial Day

### Upcoming Events

Monday, April 6: Commission Meeting

Monday, May 4: Commission Meeting

### Contact Information

Charles L. Yost	203-853-0837	Chairman	James Smith	203-866-9271 x3	General Manager
David L. Brown	203-866-8099	Commissioner	Ron Scofield	203-866-9271 x4	Asst. Gen. Manager
Debora Goldstein	203-252-7214	Commissioner	Michael Intrieri	203-866-3001	Treasurer