



# 06855

# CONNECTION

## What's New Online?

MAR/APR 2016

TTD has recently completed a number of enhancements on the website to better serve our customers. Under My Account, information specific to each of our customer types can be accessed more easily.

The new residential area, For My Home, includes links to view/pay your bill, current rates, applying for new service, and links & tools.



The new commercial area, For My Business, lists current rates, how to request a new account, view/pay your bill and important links & tools.

Additionally, Frequently Asked Questions (FAQs) have been made available in both English and Spanish.

Visit [ttd.gov](http://ttd.gov).

## Hurry and Save!



TTD residential customers have until March 31st to take advantage of a FREE 3-pack of 10-watt LED bulbs to replace their standard 60-watt bulbs. Download your coupon: [ttd.gov/resource-center/programs](http://ttd.gov/resource-center/programs) or pick one up at the TTD office.

## Your Voice Matters



TTD's first quarter customer service survey is still open and we encourage both our residential and commercial customers to take a few minutes and give us your feedback at [ttd.gov](http://ttd.gov).

Your responses to surveys like this to help us to continue to deliver outstanding service.

## Familiar Face



**Congratulations to TTD Asst. GM, Ron Scofield as he began his 22<sup>nd</sup> year with TTD on January 25, 2016.**

**Among Ron's many roles, he is best known within the East Norwalk community for planning & putting together TTD's Annual Christmas Tree Lighting and Summer Concert Series.**

### 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

## Customer Spotlight: Partners Cafe



Called a local landmark, Partners Café has been a staple of East Norwalk since 1983. This family-owned business welcomes regulars by name and new-comers like family.

Offering daily dinner specials, weekend entertainment and a casual atmosphere - at Partners - it's all about food, fun and friends.

TTD is proud to have them as a customer and seasoned member of the community.

## Need Assistance?



Applications are now being accepted for 2016-2017 Budget Payment Plans. For more information and to see if you qualify, please contact TTD's Budget Plan Coordinator, Rachel Saunders at 203-866-9271.

## Around Town

TTD has completed Phases 1 & 2 of the SCADA (Supervisory Control and Data Acquisition) Project. This system will allow for remote monitoring and control of our infrastructure.

In addition, we are close to completing the installation of LED street lights. With a total of 535 installed by the end of 2015, we anticipate having all lights converted by June of this year.



## Shine On!

If you passed by the tree in Roger Ludlow Park last month you would have seen it glowing red.

On a cold night in February, Commissioners Debora Goldstein, David Brown and Treasurer Michael Intrieri were joined by Lisa Neff of the American Heart Association, Mayor Harry Rilling and Senate Majority Leader Bob Duff for the official lighting to honor American Heart Month.

TTD is coordinating with area organizations to help bring attention to worthwhile causes by lighting the tree a different color each month to show support.

Sponsors for March and April are the National Multiple Sclerosis Society (March) and The Norwalk Exchange Club in an effort to bring awareness to Child Abuse Prevention (April).

### Important Dates

**March 2:** Annual Meeting (Community Room at the The Marvin Center)

**March 14:** Commission Meeting

**March 25:** Office Closed – Good Friday

**April 4:** Commission Meeting - CANCELLED

**April 7:** Special Commission Meeting

**April 18:** Commission Meeting

**To report a power outage during non-business hours, call 203.663.6875!**

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