



06855

CONNECTION

August/September 2014

Outage Notification Announcement

**(203)
663-6875**

As part of on-going efforts to improve customer service and outage response systems, TTD is proud to announce that beginning August 1st, a new system will be used for handling outages after-hours, and on holidays and weekends.

When calling TTD to report an off-hours outage, you will be prompted to call **203-663-6875** and our outage notification team will handle your call immediately. This new system virtually eliminates the busy signal that some customers have experienced in the past. The "Report an Outage" feature on ttd.gov is still fully-functional for outage reports.

Commissioner Debora Goldstein played an instrumental role in developing this solution, working closely with TTD staff, Commissioners David Brown and Charlie Yost, and other partner companies, to ultimately make the system as customer-friendly as possible. Please see the insert in this newsletter, and watch for additional information on future TTD invoices.

News



Fitch Street Dedication

On Friday, June 6, 2014, TTD Commissioners David Brown, Debora Goldstein and Charlie Yost, Treasurer Dr. Michael Intrieri, General Manager Jim Smith, Assistant General Manager Ron Scofield and the staff of TTD gathered for the official dedication of the Fitch Street Substation. The substation was dedicated

to all Commissioners involved in the project. The TTD team was joined by Mayor Harry Rilling, State Senator Bob Duff and State Representative Chris Perone, along with other local dignitaries and business partners to celebrate this important milestone for TTD.

Mike Adams, Promoted

Mike Adams, a TTD lineman since 2008, was recently promoted to General Line Foreman. Look for a feature on Mike in the Oct/Nov newsletter.



Did You Know?

Unplug electronics chargers when batteries are fully charged or not in use. Many chargers draw power continuously.

Happy Retirement!



Ana Aguilar, a loyal and faithful employee of Norwalk's Third Taxing District since 1995, retired from TTD effective in early July. During her career, she also spent many years as president of Local 1303-364 AFSCME Union of CT. Ana's role in customer service, billing and collections at TTD over the past 19 years gave her the opportunity to work closely with our customers, and her spirit and dedication will be missed. Ana is looking forward to spending her retirement traveling, relaxing and spending time with her grandchildren.

We wish her a Happy and Healthy Retirement!

Correction:

In our June/July issue, the article covering TTD's meeting with Bob Duff referenced a discussion of "the recent state mandates for cyber security", should have read, "a discussion of a report by the Public Utilities Regulatory Authority about cyber security."

Never Miss An E-Newsletter

Don't miss out on important event information and TTD news. Register online* to have our e-newsletter delivered to your inbox every other month. Sign up at ttd.gov/news/newsletters.

*Your email address will not be sold or shared with third parties and will only be used for the purposes of communicating information related to TTD.

Community Corner

Summer Concert Series, 5:00 - 7:00pm

Calf Pasture Beach:

August 3: The Easton Banjo Society
August 10: Memphis Soul Spectacular
August 24: Déjà Vu

TTD Holiday Closing:

Monday, September 1: Labor Day

Upcoming Meetings:

Monday, August 4: Commission Meeting
Monday, September 8: Commission Meeting

District Commissioners

Charles L. Yost	203-853-0837	Chairman	James Smith	203-866-9271 ext. 3	General Manager
David L. Brown	203-866-8099	Commissioner	Ron Scofield	203-866-9271 ext. 4	Asst. General Manager
Debora Goldstein	203-252-7214	Commissioner	Michael Intrieri	203-866-3001	Treasurer