



Wallingford Electric Division Newsletter

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

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Spring 2022



Town of Wallingford, Connecticut

TONY BUCCHERI
GENERAL MANAGER

DEPARTMENT OF PUBLIC UTILITIES
100 JOHN STREET
WALLINGFORD, CONNECTICUT 06492

TELEPHONE 203-294-2265
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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



The Importance of Accurate Customer Contact Information

During the most recent billing cycle Wallingford Electric Division (WED) mailed out an important information request to all customers in their bill. WED received an overwhelming response from customers to update their contact information.

The reason for the request was because WED has implemented an Interactive Voice Response (IVR) system. The IVR is integrated with WED's Outage Management System (OMS) and provides WED staff useful outage restoration information. This will improve the efficiency of WED's outage restoration efforts and provide more timely information to WED resources and customers. In order to better serve our customers it is important for WED to have correct contact phone numbers updated in our Customer Information System (CIS).

Many electric service accounts were initially set up with land line phone numbers that customers have since cancelled. It is important for WED to have all customer's latest contact information on file. WED strongly recommends cell phone numbers be used as the contact information because many land lines will not operate after power to a home or business is interrupted. When a customer calls to report an outage, the IVR will recognize a known number, along with other customers also calling about a power outage. The IVR will then populate the OMS system based on the phone numbers of customers who called and reported a power outage. WED will use this information to dispatch line crews and make timely repairs.

Contact phone numbers (preferably cell phone numbers) associated with customer accounts will also be used in the event WED staff needs to reach customers regarding outages. In the future, customers may be able to receive texts from WED regarding their estimated outage restoration time.

To update your contact information, you can contact the WED customer service office at (203) 294-2020 and speak with a customer service representative. You can also find the form on our web page at:

www.wallingford.ct.us/government/departments/electric-division/electricdivision-policies/

The form can be filled out and dropped off or mailed to our office located at 100 John Street in Wallingford.

Thank you for your assistance in helping us better serve you.

General Manager -Tony Buccheri

Home Energy Savings Program

Home Energy Savings or HES is WED's premier residential energy efficiency program. Through HES residential customers receive a comprehensive home energy-use assessment performed by certified technicians working for an approved contractor. This program is provided at no-charge to all WED customers regardless of what fuel they use for space heating.

During the on-site visit, the following energy uses in the home will be evaluated and some on-the-spot efficiency improvements made.

Envelope Air Leakage: Using a blower door the technicians will test the home for air leaks and identify some of the sources. Where practical these leaks will be sealed with weather stripping, caulk, spray foam or other suitable materials.

Duct Leakage: Using a Duct Blaster the technicians will test the ducts for leaks and seal some of them using foil-backed tape or mastic. Very leaky systems qualify for AeroSeal, a process that seals leaks from inside the ducts.

Lighting: The technicians will check light fixtures in the home and replace up to 25 incandescent and compact fluorescent lamps with light emitting diodes (LEDs).

Hot Water Uses: The technicians will measure the water flow at sinks and showers, and if warranted, install low-flow faucet aerators and showerheads to reduce hot water use.

Space Heating, Cooling & Water Heating Equipment: The technicians will evaluate the condition of the space heating, cooling and water heating equipment to determine if replacement is necessary and if any rebates apply.

Attic Insulation: The technicians will evaluate the amount of insulation in the attic to determine if additional insulation is required and if any rebates apply.

The amount of energy and cost savings a customer can expect from HES varies depending on the size of the home, number of occupants, age of the home and number of efficiency improvements made.

The HES technician have been trained to follow enhanced health and safety measures that reduce the spread of COVID-19. These measures include wearing personal protective equipment like masks and gloves, following social distancing standards, and undergoing regular testing.

Please call our designated HES vendor, CMC Energy Services, directly at (203) 294-9677 to schedule an appointment. If you have any questions about the HES Program call Donald Mauritz, WED's Energy Efficiency Specialist, at (203) 294-2280.



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Spring into Safety with National Electrical Safety Month



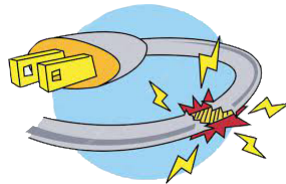
Every day, we rely on electricity to power our homes and offices. However, it is important to always be safe around electric appliances, equipment, and power lines. *May is National Electrical Safety Month*, and it's a great time to raise awareness on how to avoid potential electrical hazards.

By taking simple precautions, everyone can avoid electrically related fires, fatalities, injuries, and property loss.

Here are some safety tips:

Indoors

- Check electric cords for fraying or cracking. Replace cords that may be damaged, and don't overload electric outlets.
- Remember extension cords are intended to be temporary; they are not intended as permanent household wiring.



- Don't run cords under carpets or rugs and don't tack or nail cords to walls or floors.
- Keep electric appliances and tools away from water. Never reach for or unplug an appliance that has fallen into water; instead, turn the power off at the breaker before you unplug the appliance or remove it from the water.



- Never put anything other than an electrical plug in an outlet. Use outlet covers or caps to protect children.
- Keep your home's electrical system in good repair. Contact a licensed electrical contractor if you have flickering lights, sparks, non-functioning outlets, or need wiring repairs or upgrades.



Please Help Our Meter Readers!

Help our meter readers by providing the safe and open access they need:

- Know where your meters and reading devices are so that you can provide appropriate access to them.
- Be sure that access to the devices is not blocked by debris, vehicles or trees and/ or bushes.
- Keep your bushes trimmed and ensure that there is an open path to the reading devices. Bushes are home to bees and other stinging insects and can scratch skin and eyes.
- Poison ivy, oak and other similar plant growth is a serious problem for meter readers. Please keep such growth away from your utility meters and reading devices.
- Gates must be unlocked or a key provided to us. If this is

a problem, please notify Customer Service at 203-294-2020.

- If you have a dog, please keep the animal contained, especially if the dog is prone to being aggressive or protective.
- If your dog is keeping the meter reader from reaching the device, he will stop by requesting that the dog be brought inside so he can obtain the read.



If we are unable to gain access, a card will be left for you. Please complete the card and provide the reading to us so that we can bill your account in an accurate and timely manner.