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# Making upgrades for reliable service — all in time for the cows to be milked!

We perform regular maintenance and upgrades to keep the electricity delivery system running in top shape, and to make sure you have reliable power when you need it.

Sometimes, we need to temporarily interrupt power in the area while we're working. We typically perform these upgrades in the middle of the night, when they'll have the least impact on our customers.

But when we learned a recent upgrade in the Bethel area scheduled from 12:30 a.m. to 5 a.m. would interfere with the milking schedule at Hastings Farm, we kept that in mind.

At 12:30 a.m. power went out, and our crews went to work swapping out old lines and equipment for new power lines that would help us meet future growth and power demand in the area.

Power was back on by 4 a.m. — an hour ahead of schedule and in time to get the cows milked!

**“This is an 8th generation farm, and we’ve always stuck to a tight schedule. We milk the cows at 4:30 in the morning, and I need the power on to run the milking and cooling system. CMP was able to get the power back on early so I could get to work!”**

*—Jay Hastings, Hastings Farm*



*Jay Hastings, Owner of Hastings Farm in Bethel*

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## Reducing outages — one branch at a time

Keeping power lines clear of trees and branches is key to providing safe, reliable electricity service. Our licensed arborists work with qualified Tree Care contractors, using techniques that meet the high standards of the Tree Care Industry Association.

Learn more about our Tree Care program by visiting [www.cmpco.com](http://www.cmpco.com).

**“My job is to keep your power on by taking care of trees that can cause problems with the lines. Our crews trim and remove trees that could break and fall during severe weather and cause your power to go out.”**

— *Jeremy Drake, CMP Arborist  
Farmington Service Center*



## Investing in reliable service for the communities we serve

We're always working to bring you reliable, high-quality power. We continue to invest in the electricity delivery system throughout our service area.

Our crews recently completed a major upgrade to enhance system reliability on the Five Islands Road in Georgetown. We installed new equipment, replaced poles and strung new wire. This upgrade will lead to fewer power interruptions and help CMP crews restore power more quickly when there is an outage.

Visit [www.cmpco.com](http://www.cmpco.com) to learn more about our efforts to deliver reliable power every day!



*Sabrina N.,  
Customer Service Representative*

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