

City Of New Castle



Municipal Services Commission

## Amstel House

[Meet Our Customers>](#)

[Secretary's Message>](#)

[Calendar Of Events>](#)

[Pay Your Bill Online>](#)

[Tropical Storm Sandy>](#)

[Meet our Employees>](#)

[Avoid Shut Offs>](#)



**Dreaming of a  
White Christmas**



**Michael Connolly,**

**Executive Director**



## Meet Our Customers

If you lived in New Castle as a child chances are you took a school trip in the Spring to the Amstel House and the Dutch House to learn something about our city's history. In my day Louise Parisano was the hostess at the Dutch House later to be replaced by Evelyn Toner who made history come alive. Today the New Castle Historical Society who owns the Amstel House and Dutch House and operates the Old Library Museum makes history come alive all year long with an array of events. I especially love what they do at Christmas and their "New Castle By Candlelight" tour. They do this in conjunction with the Delaware Historical Society who owns and operates the Read House and the State of Delaware who owns and operates the New Castle Court House. This is your chance to walk the streets of New Castle by candlelight and be transported to an earlier



time in our history with all the beautiful natural garlands that decorate the buildings and town.

Featured on our cover is Michael Connolly, Executive Director of the Society who orchestrates these events year round. You really should consider a membership. It's not expensive and makes you a part of a truly wonderful organization. It is organizations like the New Castle Historical Society that makes New Castle a special place to live. You can e-mail the Society at [nchistorical@aol.com](mailto:nchistorical@aol.com).





## *Secretary's Message*

As my time as Secretary draws to a close I look back with great pride on the things the MSC has accomplished. I was blessed with a number of good people I was privileged to work with who were committed to providing the people of New Castle with a great water and electric company. I think of Superintendent John Moore, Office Manager Margret Case, Commissioners Sam Beasley, George Freebery and Hick Rowland. All of these folks were dedicated to providing clean safe potable water and one of the most reliable electric distribution systems in the state.

I am pleased with the Commissioners choice to replace me, Pam Patone, because I have worked with her over the last four years and I know that along with Water Supervisors Jay Guyer and Ryan Jaeger and Electric Supervisors Scott Blomquist and Art Granger she is committed to continuing the traditions of the MSC and making it a stronger organization. I thank the current Commissioners Bob Appleby, Dan Knox and Roy Sippel for their support and commitment. I leave knowing that the people of New Castle's utility is an organization they should be proud of and I thank them for the opportunity to serve them as Secretary for the past 20 years.

Sincerely,

*Chip Patterson*

Secretary





## CALENDAR OF EVENTS

**DECEMBER 24 & 25TH**

**MSC CLOSED**

**JANUARY 1ST 2013**

**MSC CLOSED**

**JANUARY 21ST**

**MSC CLOSED**

**FEBRUARY 18TH**

**MSC CLOSED**

## “E-Checks”

Commissioner Roy Sippel said he thought MSC customers would like to pay their bills on line by using “E-Check”. Boy was he ever right. The response has been excellent and many of our customers have signed up to make this their payment method of choice.

The MSC still offers customers “Automatic Withdrawal” where their payment is deducted from their bank account on the 15<sup>th</sup> of each month. But for those who want to pick the day of the month when their payment will be made “E-Check” is the way to go. To view your options go to

<http://newcastlemsc.com> and click on the







## Storm Response

The MSC felt very fortunate to come through Tropical Storm Sandy with so little damage. On Wednesday, October 31st, electric crews, after making one final check of our system, offered to help other municipal systems as well as Delmarva Power restore electric service to their customers. The Water Department and the Electric Department also offered to help the City clean up. City Administrator Cathie Thomas was grateful for the help and set MSC crews to work clearing the debris which the high tides left behind on the water front.



# TROPICAL STORM SANDY



# Meet Our Employees

In this issue we would like to introduce you to Barry Granger. Barry is our newest addition to the Water Department. He replaces Bill Barber who retired last year.

Barry has many of the same skills we thought we lost when Bill retired. He is an accomplished carpenter and has begun his training to become a licensed water operator. Barry is married and he and his wife Jessica have one child. Barry and his wife are very involved with their church but in his free time he loves to fish and ride his four-wheeler. He says he loves his job

and the diverse number of tasks the MSC performs. We feel lucky to have someone with Barry's talents working for us and we welcome him aboard.





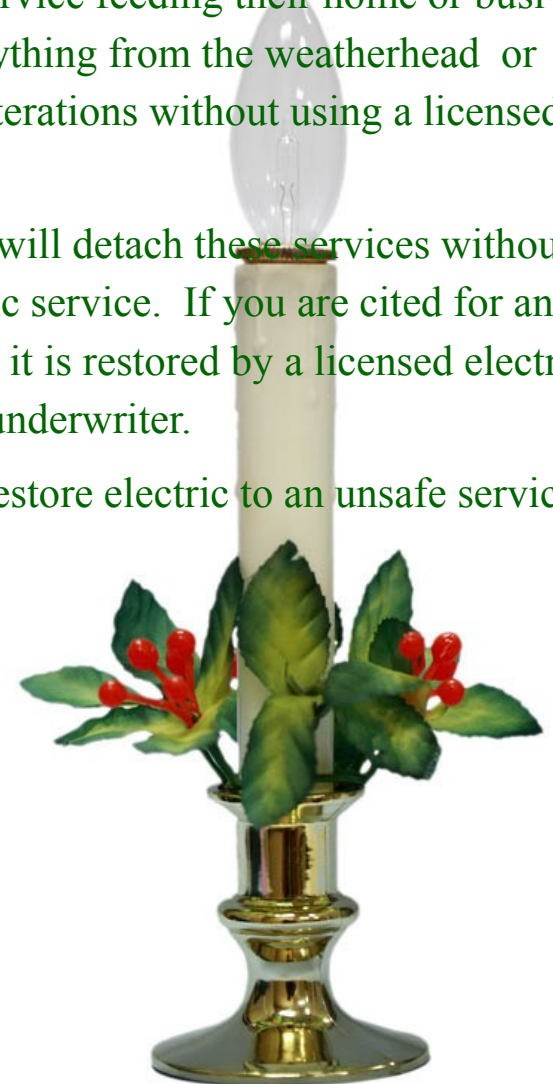
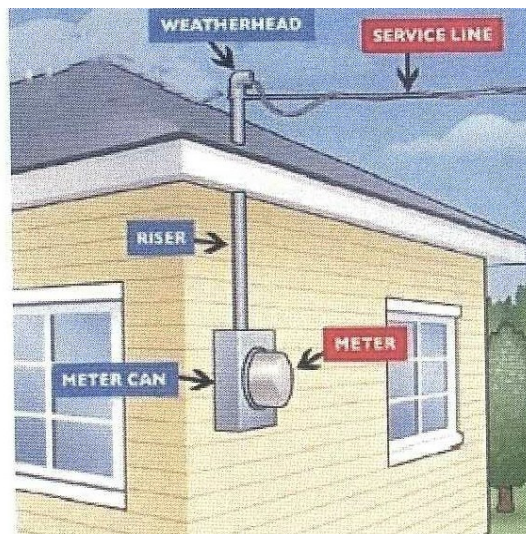


## AVOID SHUT OFFS

The Electric Department wants to warn Homeowners or Business Owners that they risk a shut off of their electric service if they tamper with the service feeding their home or business. While the Homeowner/Business Owner owns everything from the weatherhead or point of attachment to the meter pan they cannot make alterations without using a licensed electrician.

We frequently see an owner hire a siding contractor who will detach these services without using a licensed electrician thus creating an unsafe electric service. If you are cited for an unsafe service your electric may be cut immediately until it is restored by a licensed electrician and you receive an inspection card from an electric underwriter.

MSC personnel are not licensed electricians and cannot restore electric to an unsafe service.



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216 Chestnut Street

New Castle, Delaware, 19720

1-302-323-2330

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