



June 10, 2009

Dear NPU Customer,

Thanks to those of you who have completed and returned the Feedback Survey associated with the Newton Street Area potential sanitary sewer project. I'm writing to give you some important updates regarding next steps for this potential project which also affects East Avenue, West Avenue, Will Road, Ash Road and Newton Place.

Public Hearing

The Norwich Public Utilities Board of Commissioners/Sewer Authority has scheduled a public hearing on Tuesday, June 30, 2009 at 7:00 PM. The meeting will take place in the 16 South Golden Street 2nd floor training room. At the hearing, the Sewer Authority will be taking comments from the public and considering whether or not the project has viability to be presented before the Norwich City Council at a later date. Whether you are in favor or opposed to this project, the public hearing is a great opportunity to express your opinions. The Board will also be reviewing the results of the Feedback Survey that was mailed to you. Please note that June 30, 2009 is a different date than what was presented at the informational meetings, but June 30 is confirmed as the actual date of the public hearing.

Feedback Survey

Less than one-half of the property owners in the project area completed and returned the feedback survey that was included in our last mailing. Because the results of this survey are so important, NPU has contracted with a local resident, Tucker Braddock, to go door-to-door and collect completed surveys. A photo of Mr. Braddock is shown below. Remember, all NPU employees and contractors carry identification, so please feel comfortable asking anyone who comes to your door claiming to represent NPU for ID.

Project updates

In an effort to provide you with current and timely construction updates, project information is now available at our website, www.norwichpublicutilities.com. At the main page, under the Community Relations section, click on the link to the "Construction and Maintenance Updates." You will find "Newton Street" listed under "Sanitary Sewer Projects." In addition to the detailed design map, copies of the most current and previous correspondence will be available. Once at the site, we'll ask you to provide your email address, confirming that we have your permission to send you electronic project updates. We are doing this in an effort to minimize the use of paper products, reduce costs and provide you with information quickly. For those without internet access, be assured that we will still provide major updates, such as public hearing notices, through the mail.

As always, I am available to answer any questions or concerns you might have regarding this potential project. Please feel free to contact at (860) 823-4516 or at jeffdewey@npumail.com.

Very truly yours.

A handwritten signature in black ink, appearing to read 'J.P. Dewey', with a large, sweeping flourish extending from the end of the signature.

Jeff Dewey, P.E.
Utility Engineer/Project Manager