



A community newsletter
for the customers of

**Norwich
Public Utilities**

NPU opens 2nd CNG Fueling Station

On May 31, NPU formally opened its new compressed natural gas (CNG) vehicle fueling station, a project funded in large part through a grant from the Federal Highway Administration. Congressman Joe Courtney, Senator Richard Blumenthal and a number of local officials were on hand to participate in a brief ribbon cutting ceremony at the station located at 168 West Town Street.

"This success of this project can be attributed to one word: collaboration. Collaboration between the federal, state and local levels of government, and between the public and private sector," said John Bilda, General Manager of NPU. "We would like to express our appreciation to all the individuals and organization that made this project possible."

Easterseals Capital Region & Eastern Connecticut will utilize NPU's new station as a backup to their existing CNG station, that services its CNG MV-1 and Ford Transit vehicles.

"Easterseals is not just a strong proponent but is also a player in the Compressed Natural Gas field. We continue to look for improvements that are

environmentally friendly and result in a benefit to our clients," said Allen Gouse President & CEO of Easterseals Capital Region & Eastern Connecticut.

The project is funded through the Federal Highway Administration's (FHWA) Congestion, Mitigation and Air Quality (CMAQ) program, which awarded a grant for \$1,386,000 of the total project cost. NPU funded the remaining \$414,000 of the project.

CNG is domestically produced and economical than other fuel options. In Connecticut, CNG is approximately 10-75 cents per gallon less than diesel fuel and 20 cents per gallon less than gasoline.



Cutting the ribbon, from left to right: Congressman Joe Courtney, Mayor Deb Hinchey, Senator Richard Blumenthal, Dr. Allen Gouse, State Senator Cathy Osten, State Rep. Emmett Riley, State Rep. Kevin Ryan, and NPU General Manager John Bilda.

NPU's contribution to Norwich's General Fund to increase by 11% next year

On May 24, NPU's Board of Commissioners approved a \$92.7 million budget for 2017 that increases our contribution to the City's General Fund by 11% over the current year.

Under the City Charter, NPU returns 10% of our annual revenues from gas, water and electric services to the General Fund. Under this year's budget, this contribution will be \$8.6 million, an increase of \$866,841.

This is the third consecutive year of an increased contribution to the City by NPU.

Over the past ten years, NPU has generated more than \$77 million for the General Fund of Norwich, which reduces overall taxes for our ratepayers.

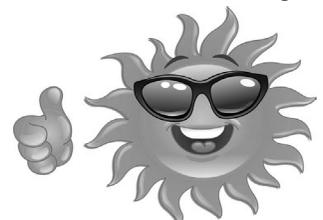
This year's budget will fund critical infrastructure improvements to our natural gas, electric, water and wastewater infrastructure and allow NPU to meet increasingly stringent federal and state regulations. As part of the new budget, charges in the electric component of your bill will decrease by more than 4%, with natural gas rates remaining flat. Water and sewer rates, the smaller components in most residential bills, will increase but remain competitive with other communities in the region.

Nearly half of NPU customers will see a decrease in their bills as of July 1 because fewer than half of Norwich residents are water or sewer customers.

Ten Tips...

to stay comfortable in the summer heat:

- 1. Avoid the heat.** Stay out of the heat and indoors as much as possible. Just two hours a day in an air-conditioned space significantly reduces the risk of heat-related illness.
- 2. Dress for the heat.** Wear loose-fitting clothing that covers as much skin as possible. Choose lightweight, light colored clothing to reflect heat and sunlight and maintains normal body temperature.
- 3. Wear a hat.** Protect your face and head by wearing a wide-brimmed hat.
- 4. Drink FOR the heat.** Drink plenty of water and natural juices, even when you don't feel thirsty. However, if you have a medical condition or special diet that restricts the amount of fluid intake, follow your doctor's orders.
- 5. Don't drink IN the heat.** Avoid alcoholic beverages and beverages with caffeine. These beverages can constrict blood vessels near the skin, reducing the amount of heat the body can release.
- 6. Eat for the heat.** Eat smaller meals more often.
- 7. Living in the heat.** Slow down. Reduce, eliminate or reschedule strenuous activities such as running, biking, and lawn care.
- 8. Never leave children in a closed vehicle,** even for a few minutes. Temperatures inside a closed vehicle can reach 140°F-190°F within 30 minutes on a hot, sunny day.
- 9. Never leave pets in a closed vehicle.** It will feel as hot for them as it will for you.
- 10. Learn the symptoms of heat disorders** and know how to give first aid.



Source: www.srh.noaa.gov/oun/?n=safety-summer-summertsafety.

A minute with the Mayor: Investing in water infrastructure helps maintain a healthy & safe community



Deb Hinchey
Mayor of Norwich

As part of its budget for 2017, Norwich Public Utilities (NPU) will continue to make substantial investments in its water infrastructure to assure a healthy and safe water supply for our community and region for many years to come. And while paying for these types of investments are not always popular or easily understood, that does not make them any less essential.

I recently read an article that references a study from the Congressional Budget office that federal spending on water utilities has dropped 75% since 1977, while the U.S. population has grown by 100 million people during this same time. As a result, cities and states are required to fund water and wastewater services on a scale previously unimagined.

The growing environmental and health crisis in Flint, Michigan is the result of years of critical projects being underfunded or ignored and tragically misguided cost cutting by federal and state officials.

Here in Norwich, we have taken a

different approach. NPU is in the midst of more than 10 years and \$22 million of improvements to our water infrastructure, work that was being planned, designed and in many cases well underway before the situation in Flint came to light.

The work to modernize our water infrastructure includes several projects that will help NPU continue to meet all federal and state regulatory requirements. And just as we expect these standards to become more stringent in the years ahead, we will continue to make the necessary investments to keep the water supply for our community safe for generations to come.

Your toilet is not a garbage disposal

There are many products we use in our everyday lives that are labeled *disposable*. But almost all of the products with this label should never be flushed down a toilet as a means of disposal.

Many materials flushed down a toilet or disposed down your drain can harm the pipes that connect to the NPU's sewer system. These materials can also cause damage and costly unplanned maintenance to the equipment in the collection system and at the wastewater treatment plant. Ultimately these products, if not disposed of properly, will harm our environment.

Items labeled as 'disposable' should always be tossed away in a garbage can. Even products listed as 'biodegradable' will not break down well enough in the sewer system. The exception is toilet paper.



Disposing of grease is another major problem for Norwich's sewer system. Over time, grease will build up in NPU's pipes, causing clogs and backups. Grease does not degrade well in our treat-

ment facility. Grease should NEVER be poured down your drain. Instead, pour the grease in a container, let it solidify, and then toss it into the trash.

Most food establishments are required to comply with the State of Connecticut's General Permit for Fats, Oils and Grease (FOG) discharge. This Permit requires that these establishments must have the proper FOG management equipment installed on site.

Toxic materials should also NEVER be flushed down the drain or toilet. This includes paint and paint thinner, pesticides, solvents, explosive mixtures, oil and unused medication. Anything that contains mercury or PCBs is strictly prohibited. The City of Norwich holds Hazardous Waste Disposal Days to enable proper disposal of these items.

Common items that should not be flushed into the sewer system include:

- Plastic objects (including toys)
- Glass, metal, wood or soil
- Cooking oil or other edible food oils
- Rags, condoms, sanitary napkins, diapers, tampons, paper towels, cotton balls, swabs
- Cigarettes
- Cigars
- Hair clippings
- Toilet brushes, wipes and pads
- Wet mopping cloths



Cool off and save

For a limited time, NPU is offering a double rebate for customers who install ductless heat pumps and central air system.



Customers who install a new electric heat pump or central air system this summer can save up to 30% on your cooling and heating costs. Customize your system to heat or cool the areas of your home or business that you use the most. Indoor units are individually controlled, providing flexibility and comfort. Acting as dehumidifiers with built-in air filters, electric heat pumps help keep the air in your home or business dry and can reduce mildew and airborne dust.

These units can provide both heating in the winter and cooling in the summer, and systems that provide both heating and cooling produce quicker paybacks. No ductwork required means they're easier to install and eliminates the potential loss of energy (and money) from leaking unsealed ducts.

For residential customers, financing is available through the Smart-E Loan Program, at Eastern Savings Bank and CorePlus Federal Credit Union. Additionally, you may be eligible for a \$300 federal tax credit when you install a ductless system.

Contact Katie at 860.823.4514 or katiemoors@npumail.com to learn more about this program.

HERE TO SERVE YOU

Visit our website for more information: norwichpublicutilities.com
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