



*** Important Customer Notification ***

As energy prices continue to escalate with no sign of relief in sight, Norwich Public Utilities continues to evaluate its policies and practices to insure that your costs remain as low as possible. One area that we are strengthening is our approach to dealing with delinquent accounts. Effective June 15, 2006, there will be changes to our collections policy. *Our goal is to ensure that business and residential customers who pay their bills are not negatively affected by those who don't.*

If you are a customer who pays your utility bill upon receipt or no later than the penalty date each month, this change will not affect you. If you are a customer who pays after the penalty date listed on your bill you may receive a shutoff notice. Please keep in mind that these notices are electronically generated based on the age of the account balance and do not differentiate between customers who customarily pay and those who do not. In order to insure that you do not receive a shut off notice, please pay your Norwich Public Utilities account prior to the penalty date on your bill.

We are confident that these changes will help cut costs for our customers. If you have any questions or concerns, please contact our customer service department at (860) 887-2555.

John Bilda
General Manager

NPU Collection Process Changes

The following changes will go into effect on June 15, 2006:

All Customers

- Customer accounts are considered delinquent and eligible for service termination after one (1) utility bill remains unpaid. A light orange notice will be sent to account holders who are scheduled to have their services shut off thirteen (13) days in advance of the disconnect date.

Residential Customers

- All new customers will be subject to a security deposit based upon their personal credit rating. New customers with a good credit rating will be charged a lesser or no deposit. In the event that an existing customer demonstrates a poor payment history and is shut off for non-payment, a security deposit will also be charged before service is reinstated.

Commercial Customers

- All commercial customers have the option of providing either a cash deposit with a personal guarantee or surety bond as security for services to be provided. Cash Deposits and surety bonds will be reviewed and adjusted on an annual basis to match actual usage.

All changes to our collections policies remain in compliance with the Connecticut Department of Public Utility Control regulations 16-3-100.