

NPU you!



A community newsletter for the customers of

Norwich Public Utilities

NPU begins upgrade of natural gas infrastructure, funded by \$20.9 million in federal grants

In November, Norwich Public Utilities (NPU) and private contractor crews began a multi-year, \$20.9 million project to replace aging and leak-prone cast iron natural gas mains with more than 9 miles of new, high-density polyethylene (HDPE) gas mains throughout the city.



Congressman Joe Courtney visited NPU's work on Asylum Street.

In 2023, NPU was awarded \$10 million from the Pipeline and Hazardous Materials Safety Administration (PHMSA) to begin the work of replacing natural gas mains throughout Norwich; in April of this year, NPU was awarded an additional \$10.9 million. The two grants will allow NPU to complete 25 years of capital improvements to replace older gas lines in as few as five years.

"This funding will allow NPU to make transformational investments in our infrastructure – making our system safer and our air cleaner – at no cost to our natural gas customers," said Chris LaRose, General Manager of NPU. "This important work will benefit of our community and environment for generations to come, and we're excited to get started."

NPU officials provided an overview and status

report of the work to Congressman Joe Courtney, who was instrumental in NPU's efforts to secure the federal funding.

"Over \$20 million in federal funding from the infrastructure law is allowing Norwich Public Utilities to make tremendous progress in upgrading the city's natural gas pipelines - some of which are from the Civil War era. NPU's work is critical to increasing the safety and reliability of the city's old pipelines all while creating hundreds of good-paying, local jobs. Kudos to Chris LaRose from NPU for leading this effort," Courtney said.

"We are already seeing the economic benefit of this investment in the region, with a number of small businesses supporting our efforts, from suppliers of equipment and materials to lunch orders at local restaurants," said LaRose. The first phase of this work to replace the lines began in late October and will be completed by the end of the year.

The preliminary schedule for replacement work is along Asylum Street, from Grant Court to West Main Street.

In the Spring of 2025, work will move to North Main Street, from Burnham Square to Boswell Avenue, and then from Boswell Avenue along North Main Street to St. Regis Avenue, as well as along 4th Street, from North Main Street to Central Avenue.

This important project includes installing new gas mains and services, followed by road pavement and restoration. NPU is committed to regular updates on the status, progress and schedules for this work through its website, social media channels, and customer newsletters.

Important updates:

NPU continues to offer our Community Assistance Rate for qualified customers. Norwich households with incomes below 60% of the State of Connecticut's Median Household Income by family size would be eligible for this electric rate. To see if you qualify, reach out to our Customer Service Center. 860.887.2555

Customers who are having trouble paying their bills can contact these agencies for more information or assistance:

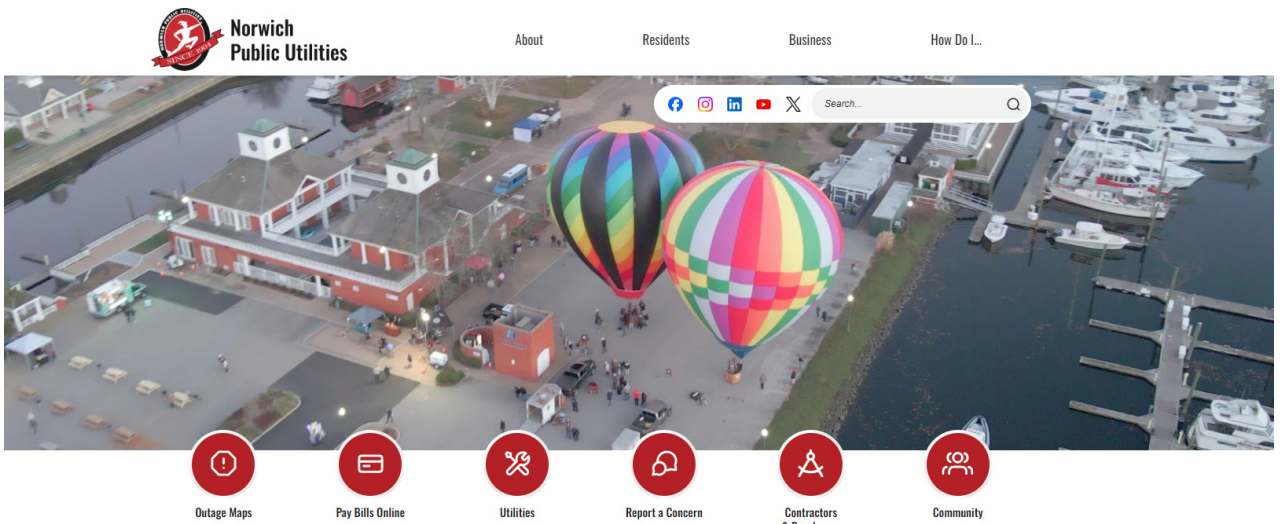
- Norwich Human Services - 860-823-3778
- TVCCA - 860-425-6681 or visit <https://www.tvcca.org/energy-assistance/>
- Operation Fuel - 860-286-0656 or visit <https://operationfuel.org/>

Important Information on new NPU Rates:

New NPU rates have gone into effect as of November 1, 2024, and are available on our website. Visit the link to view and learn more. www.norwichpublicutilities.com

NPU upgrades it's website

In 2025, NPU will launch it's new and improved website that will allow us to better meet the needs of our customers. The new website will be easier to read and more efficient to navigate. Over time, the site will facilitate more "self service" features for our customers and community.



A minute with the Mayor:

Police Department proposal is an incredible opportunity for Norwich



Mayor Peter Nystrom

The proposal to build a new headquarters for the Norwich Police Department in the iconic Chelsea Groton Bank building on Main Street is ambitious - a big, bold, and exciting idea. If successful, the project will make an enormously positive – and lasting - impact

on an essential part of our community – our resilient Downtown.

This project is a rare opportunity to improve the look and feel of our city while building on the momentum that we all see Downtown.

The transformation of the former YMCA building by Mattern Construction is well underway. This project will bring economic activity and visitors to Norwich, beyond just the company's employees.

The reclamation and revival of the Reid & Hughes building continues, with more and more progress every month. It will not be too much longer until there are commercial and residential tenants in this majestic building.

Further down Main Street, more apartments are being completed – and these future residents will want places to eat, shop, and spend time and



Potential location for Norwich Police Department headquarters

money, spurring more and more small businesses to open or expand in Norwich.

And just around the corner, the 'Crown Jewel' of Downtown Norwich, our harbor and marina, is attracting more interest and activity than it has seen in a generation.

The opportunity to add a desperately needed, modern, police station into a more active and vibrant area would only accelerate all that is underway in our Downtown. Bringing the men and women of the Norwich Police Department closer to the community that they protect and serve every day will be a welcome addition to any economic development plan.

To be clear, the proposal is not without its challenges. While the City Council approved the purchase of the building at a very reasonable price,

the cost to retrofit and expand a historic building to meet the needs of today's police force in an urban environment is not without challenges – both logistical and financial.

But I firmly believe that the clear benefits of this project far outweigh the costs and hurdles that must be considered. And I'm willing to bet that many Norwich residents feel the same way.

Bringing our police station to the middle of our Downtown is a perfect example of what makes Norwich a special place. It is recognizing and honoring our past with an eye on our collective future. It is evaluating big opportunities very carefully – and not being afraid to make tough decisions and smart investments.

A modern police station in an iconic building amid a Downtown revival is something we can all be proud of and excited about.

Seasonal safety reminders



REMOVING SNOW NEAR GAS METERS

If you suspect a natural gas leak, leave your home or business immediately and call (860) 887-7207 or 9-1-1 right away.



SAFETY TIPS

- Make sure you know the exact location of the meter before removing snow
- Maintain a safe distance between natural gas meters and shovels, snow blowers, and equipment
- NEVER push snow against or on top of natural gas meters, natural gas piping, or appliance vents. Make sure all vents are free from snow or other obstructions
- Keep areas around natural gas meters clear

If you suspect a natural gas leak, leave your home or business immediately and call (860) 887-7207 or 9-1-1.

HERE TO SERVE YOU

Visit our website for more information: norwichpublicutilities.com
Please call, fax or e-mail us your questions, comments and suggestions.
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TEL: 860.887.2555 Fax: 860.823.4172

