

# Highlights of NPU's Impact on the Community



## Contribution to the City of Norwich

Per the Norwich City Charter, NPU provides 10% of its gross revenues from its natural gas, water, and electric utilities to the City of Norwich. In 2025, this resulted in \$10,317,802 being sent to the City from NPU. **Over the past ten years, NPU has provided more than \$88 million to the City of Norwich.**



## Water Infrastructure

NPU is in the midst of a multi-year effort to investment **more than \$13 million across our system to modernize our water infrastructure**, including tank improvement projects, plant and distribution system improvements to assure that our customers continue to receive high-quality water every day of the year.



## Energy Efficiency

In the past 12 months, **NPU has issued \$441,819 in gas and electric rebates** to 257 customers, including:

- 39 electric vehicle rebates for \$52,500
- 7 Commercial lighting rebates for \$33,374
- 34 rebates for \$225,660 through our Cooling and Heating Incentive Pilot Program (CHIPP)



## Electric Division

- NPU's Line Department installed approximately 2 miles of new wiring and replaced dozens of poles and transformers on Scotland Road, improving reliability for hundreds of customers.
- 2 NPU Linemen volunteered their time and talents in New Mexico as part of the Light Up Navajo Nation program to bring electricity to homes that do not have electricity.



## Wastewater Treatment



In November 2023, NPU broke ground on the large-scale upgrade of its wastewater treatment plant. The project has a budget of approximately \$200 million, and will be among the largest construction projects in the history of Norwich, and bring **critically important infrastructure upgrades** to Norwich and the region. NPU has secured more than \$74 million in grant funding from the State of Connecticut for this project. Substantial progress was made in 2025, and **the project is approximately 50% complete.**

# Looking Forward at NPU

## Investing in Electrical Systems with Revenue Bonds

Many municipalities and utilities use revenue bonds to fund critical investments.

In 2025, NPU secured authorization to issue up to \$150 million tax-exempt revenue bonds **paid for with electric revenue over the next 30 years.** For perspective, NPU's electric revenues in its current budget are \$64 million.

**This proposal will not have any impact on the tax rates in Norwich** and will allow NPU to make investments sooner – with much less of an impact on our customers.

NPU will now have access to funds for a variety of critical – and overdue – projects to **improve reliability and meet the growing demand for electricity.**

It is far more efficient and cost effective to plan, design, and construct major upgrades rather than to respond to more and more frequent outages, emergencies, and repairs that would require large-scale responses from NPU over longer periods of time.

Over the next ten years, NPU proposes major projects including upgrades to our substations, distribution system, transmission lines, and other critical infrastructure.



## Here to serve you



Connect with us by phone, fax, or visiting our website. For important updates, follow us on social media.

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# Community Impact Report 2025



# Norwich Public Utilities

## From Our General Manager



In November of 2025, I was honored to be named General Manager for Norwich Public Utilities (NPU), which is an essential part of Norwich and the region in so many ways. As General Manager, my highest priorities are to build on our tradition of providing the greatest value for our customers and community through reliability, competitive rates, exceptional customer service, and community involvement.

2025 was an important year in the long and proud history of Norwich Public Utilities (NPU), which goes back 121 years. Not only have we continued to meet the needs of our customers and our community every day, we took several critical steps to modernize and strengthen our infrastructure so to meet the needs of our customers for the next 121 years – and beyond.

Over the past twelve months, as highlighted in this Community Impact Report, our team has made tremendous progress with range of projects, including:

- Returning more than \$10.3 million to the City of Norwich
- The \$200 million, multi-year upgrade of our wastewater treatment plant is more than 50% complete.
- Continued progress in modernizing our natural gas infrastructure through more than \$20 million grant-funded improvements
- More than \$13 million in projects underway and in development to strengthen our water system
- Securing the necessary approvals for up to \$150 million in investments in our electrical system over the next 20 years to improve resiliency and reliability for our customers.

At the same time, we remain committed to investing in the human infrastructure in our community through critical programs and services for our customers, including:

- More than \$394,000 in discount to qualified customers through our Community Assistance Rate; we are very proud to be the first utility company to offer such a discount. In its first two years, this program has saved out customers nearly \$680,000.
- \$150,000 provided to two of our community partners through the State's Neighborhood Assistance Act (NAA), a tax credit program that keeps more of our funds in our community.
- 1,301 hours of volunteer activity by our employees to support a range of programs, organizations, events, and initiatives in our community.

The men and women of NPU are very proud of our past – and just as excited for our future. We look forward to continuing to meet the needs of our customers in the months and years to come.

Sincerely –

*Jeff Brining*  
General Manager

## Performance & Reliability

NPU received the RP3 designation from the American Public Power Association (APPA), recognizing us as one of the best municipal electric companies in the United States in four disciplines: reliability, safety, workforce development, and system improvements.

NPU also received System Operational Achievement Recognition (SOAR) Silver level from the American Public Gas Association in 2023 which is a three-year designation through 2025. This national award recognizes public gas utilities that demonstrate excellence in the operation of its natural gas system in four key disciplines: system integrity, system improvement, employee safety, and workforce development.

### Natural Gas



In 2025, NPU installed more than 13,700 linear feet (2.6 miles) of new gas main and approximately 125 associated gas services on Asylum Street, Franklin Street, McKinley Ave, around NFA area, and North Main Street. The work to modernize our natural gas infrastructure is entirely funded by \$20.9 million in grants from the Pipeline and Hazardous Materials Safety Administration (PHMSA), which is part of the U.S. Department of Transportation.

## Customer Service



NPU's Customer Service Center on North Main Street is always busy, providing our customers with in-person assistance with any utility-related issues or concerns. In 2025, our team managed an enormous volume of activity, including:

- 25,604** Walk-Ins
- 121,066** Phone Calls from Customers
- 308,000** Bills Generated

### NPU's Control Room

NPU's Control Room handled 31,973 phone calls and coordinated responses to hundreds of gas emergencies, electric outages, structure fires, and water and sewer emergencies.

## Giving Back to the Community

### NPU Investing in Norwich - Neighborhood Assistance Act

In 2025, Norwich Public Utilities (NPU) participated in the State of Connecticut's Neighborhood Assistance Act (NAA) program and contributing \$130,000 in tax credit payments to two local organizations to support energy-efficiency projects.

Through the NAA, two organizations received support from NPU, keeping tax dollars in Norwich:

**St. Vincent DePaul Place (\$100,000)** for a project that will support the installation of energy-efficient heating, ventilation, and air condition (HVAC) system on the second floor of the organization's Cliff Street facility.

**Eliza Huntington Memorial Home (\$30,000)** to support a project to replace 99 windows at the organization's facility on Washington Street.



### 1,301 Hours of Service

Throughout 2025, dozens of NPU employees volunteered their time and talents to support a range of causes and organizations.

## NPU's long-standing partnership with the United Way

### NPU commits \$26,828 to United Way for 2025

The employees of Norwich Public Utilities (NPU) have completed another successful fundraising campaign for the United Way of Southeastern Connecticut, raising and pledging \$16,223 through one-time contributions and regular payroll deductions through 2025.

In addition, over the final few weeks of 2024, and to kick-off the annual campaign, NPU also organized several fundraising activities for employees, including breakfasts and lunches that generated an additional \$5,604 for the United Way.

When combined with NPU's annual corporate gift of \$5,000, NPU's total contribution to the United Way in 2025 was \$26,828.

Organizations that have been designated for support by NPU employees include United Community & Family Services (UCFS), the ARC of New London County, the Martin House, and Madonna Place.

