



NPU's national recognition reflects performance and focus on natural gas

Earlier this summer, Norwich Public Utilities (NPU) was honored by the American Public Gas Association with the prestigious System Operational Achievement Recognition (SOAR) for excellence in operating our natural gas system.

The APGA is the only not-for-profit trade organization representing America's publicly owned natural gas local distribution companies. Just 26 of 700 members of the APGA reached this level of operational excellence, which puts NPU at the very top of public gas providers across the country.

The SOAR recognition is based on demonstrated excellence in four areas: system integrity, which refers to the natural gas system operating safely; system improvement, which considers how well a system is maintained and improved; employee safety, which evaluates the system's overall safety program; and workforce development, which looks at the recruitment, training, education and development of the organization's employees.

The NPU natural gas system does not operate on its own, but through the hard work of our employees. These men and women have an unshakable commitment to doing things the right way, day after day, and year after year.

This type of recognition is all the more significant given the time, effort and resources we've put into expanding our natural gas

system since 2011. The voters of Norwich have approved three separate referendum that have allowed us to expand our system, adding nearly 2,000 customers.

These customers are generating more than \$2.5 million in new annual revenue for NPU – with 10% going to the City's general fund every year going forward.

Doing the right things, making smart investments and paying attention to every detail are critical factors in building, operating and maintaining a high quality, safe and reliable natural gas system.

At the end of the day, we do the right thing not for awards but to meet the needs and expectations of our customers. We are by no means perfect, but we are very proud of the work our employees do every day.

The SOAR Award from a national organization is a compliment for the hard work we've done but also a challenge in that it sets very high standard for our performance in the months and years to come.



NPU teams up with Tigers on lights

NPU and the Connecticut Tigers have partnered to bring new energy efficient lighting to the parking lot of Dodd Stadium.

The project, which had a budget of \$44,278, involved replacing 36 outdated streetlights with high efficiency LED lights. By choosing higher efficiency equipment, the project was eligible for a rebate of \$15,497 from NPU.



A result of the higher quality lighting, the City of Norwich, the owners of the stadium, will save more than \$11,000 on their annual energy bill. The new equipment will decrease the stadium's electric use by more than 70,000 kilowatt hours (kWh) per year.

NPU provides rebates to business customers for replacing inefficient lighting with new high efficiency lighting technologies like LEDs and T8 linear fluorescent tubes. For more information about lighting rebates, contact Fawn Walker at 860.823.4153.

Ten Tips...

To be prepared for a major storm:

- 1. Ahead of the storm:** Unplug appliances and power cords to protect them from power surges.
- 2. Test your home's carbon monoxide detectors and smoke alarms.** You want to ensure they are working.
- 3. Always call 911 if you see a downed power line.** Keep a safe distance away from any downed wire. These wires can energize the ground from up to 35 feet away.
- 4. Make sure you have working flashlights for your entire family.** Avoid using candles, which are a potential fire hazard.
- 5. Don't enter flooded areas until a professional indicates it's safe to do so.** Submerged outlets and cords can electrify water.
- 6. Never operate a generator inside a home, garage or enclosed space.**
- 7. Always use a transfer switch with generators.** This will isolate utility power to prevent back-feeding, which is a potentially lethal hazard for linemen.
- 8. Avoid driving during a storm, particularly through flood water.** A car can be carried away in as little as two feet of water.
- 9. Never drive over a downed power line or in water that is in contact with one.** The line could be energized.
- 10. Once power is restored, have an electrician inspect any electrical equipment or appliances that came in contact with water.** Don't use them until you are told that they are safe.



A minute with the Mayor:

The value and importance of NPU for our community continues

Public Power Week is October 1-7 this year



Deb Hinchey
Mayor of Norwich

Public Power Week is an annual celebration of the American Public Power Association to mark the value and importance that public power providers bring to communities across the United States.

So during this year's Public Power Week, which runs from October 1-7, it is important to remember the many benefits our community continues to enjoy as a result of Norwich Public Utilities (NPU).

NPU is one of 2,000 public power providers, from small towns to large cities that provide reliable and affordable electricity to nearly 50 million Americans every day. Residents of Austin, Nashville, Los Angeles, Seattle as well as many

small towns and tribal nations are served by public power.

Public power utilities are special because they operate under an entirely different business model than an investor-owned utility.

In addition to lower rates and exceptional storm response in times of extreme weather, NPU has a fully-staffed customer service center and a commitment to addressing questions and concerns in a timely manner. A customer calling NPU with a question or complaint will speak directly with an employee who works in Norwich every day and who can address any issue promptly.

NPU is owned by the residents of Norwich, not individual or institutional investors. Its Board, which meets in public each month, and its employees are always accountable to its customers. Each NPU Board meeting includes an opportunity for the public to comment directly to the NPU Board of

Commissioners on any issue or topic.

As part of the City Charter, NPU is required to return 10% of its gross revenues from natural gas, water and electric service to the City's general fund. Last year, this transfer was nearly \$8.7 million and the total over the past ten years is more than \$80 million. These funds are used by the City to repair our roads and schools, go to the Norwich Fire and Police Departments and to support the efficient operation of the City Government.

NPU is a pillar in our community for their support of a wide range of events and organizations, through the volunteer support of its employees, and the long-standing relationship with the United Way and a number of other civic and philanthropic organizations in Norwich.

Please join me in recognizing the fine work of Norwich Public Utilities during Public Power Week this year.

Customer-owned Piping: Know Your Responsibility

Connecticut State Regulations require utilities provide this safety information on an annual basis.

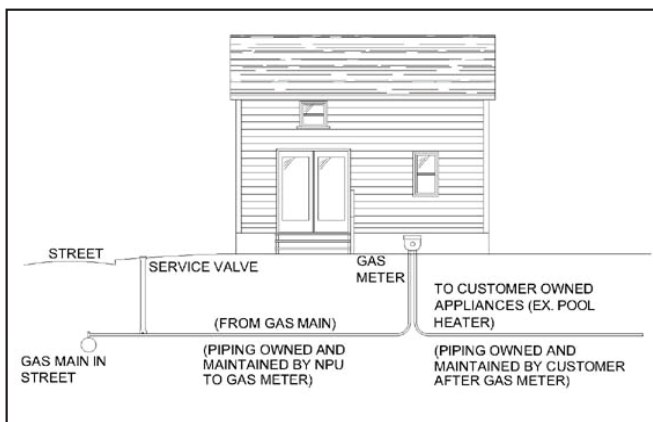
Some of the underground natural gas piping on your property may belong to you. Customer-owned underground piping is defined by any buried gas lines that extend away from your gas meter (see illustration below). Typically, customer-owned gas piping is used to supply heat and hot water to another building like a detached garage, but it can also be used to heat swimming pools and for cooking on a gas grill.

If you have this type of gas line on your property, it is your responsibility to initiate any inspection and necessary repair or replacement by a qualified professional, such as a licensed heating/cooling contractor or plumber. Buried piping should be inspected

periodically for leaks and for corrosion if the piping is metallic. If a gas leak is detected, it may be necessary to interrupt your gas service temporarily until repairs are made.

Remember to call "Call Before You Dig" at 811, a free service. It is important that you know the exact location of all buried utility lines before performing any excavation project. When excavating near buried gas piping, all excavation should be done by hand.

If you suspect a problem with any natural gas lines, please call NPU's Gas Emergency Line at 860.887.7207.



This drawing shows which piping owned by NPU and by the homeowner.

UTILITY THEFT

Utility theft - using utility services without paying for them (through your own connections or someone else's) is a crime! And it's an expensive crime -- nationwide, an estimated \$6 billion is stolen from utility companies each year.

There are consequences from utility theft that affect us all.

- When people steal utilities, it leads to higher rates for all customers.
- The act of stealing utilities can create a fire hazard, which puts anyone nearby at risk for property damage, injury or even death.

If you suspect utility theft, you can report it by calling us at 860.887.2555 or email us at communitymatters@npumail.com.



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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