



NPU to install LED streetlights throughout Norwich

After installing new light emitting diode (LED) streetlights in four demonstration locations this spring, NPU is moving forward with the installation of the new streetlights throughout the entire city of Norwich. The conversion of 5,000+ streetlights will take place over the summer.

The new LED streetlights are a significant upgrade from the traditional high pressure sodium streetlights and will provide our community with a number of benefits:

- **Reduced energy consumption**, which will result in energy savings for the City of Norwich;
- **Reduced maintenance**, as LED streetlights have a lifespan of up to ten years; and
- **Better visible light** for residents, increasing public safety in Norwich.

Prior to beginning the conversion, NPU installed LED streetlights at the following locations to give the public a look at the new lights:

- Downtown, on the block of Franklin, Bath, Chestnut and Willow Streets.
- Along West Main Street, between Mt. Pleasant Street and Beckwith Street.
- The neighborhood around Cherry Hill Road and Sherwood Lane
- In East Great Plains, in the neighborhood of County Fair Road, Nordon Avenue and Jordon Drive.

Following a comprehensive Request for Proposal (RFP) process last year, NPU contracted with Tanko Lighting to complete the project. Tanko is a nationally recognized leader in the lighting industry and has completed a number of identical projects in Connecticut and the region, including Jewett City, Groton, East Lyme, and New London.

The LED streetlight conversion project has a budget of \$1.8 million and will not impact NPU electric rates. The preliminary cost savings for the City of Norwich are estimated to be \$100,000 a year, and we anticipate that it will take about eight weeks to complete the installation.



Tree trimming guidelines for safety

For many years, Norwich Public Utilities (NPU) has worked with a professional tree trimming company to help bring our customers reliable, safe and efficient electrical service.

The company uses licensed arborists that establish the balance between a tree's natural form and a safe distance from electrical lines.

Each year, NPU spends hundreds of thousands of dollars on our tree trimming program. By making this investment, we avoid numerous costly and inconvenient power outages.

If you think you have a tree on your property that is too close to NPU's power lines, call us at **860-887-2555**. All tree trimming requests are typically inspected within five business days.

If the tree does not create an obvious hazard or service reliability problem, NPU may defer maintenance until future area-wide tree trimming is scheduled.

If NPU determines that tree is not within the limits of the power lines, but the property owner wants to remove the tree, NPU will make it safe for a contractor or property owner to work at a safe distance from power lines.

NEVER attempt to trim trees near power lines - serious injury or death can occur. Only NPU-authorized professionals are allowed to trim or remove trees next to power lines.



Be Storm Ready...

Hurricane Season kicked off on June 1st

By preparing for a major storm or hurricane, customers can avoid the risk of injury, property damage and inconvenience after a storm hits. Consider having the following items on hand prior to a major storm event:

Water: If you have a well, remember that it will not work during a power outage. It is recommended to have at least a 3-day drinking water supply per person. Store extra water if you have pets. You will also need water for toilet flushing.

Food: Keep at least a three day supply of non-perishable food on hand, but don't stock up on refrigerated food--it will only spoil in the event of a long-term power outage. Be sure to have a manual can opener as well.

Cell phones and chargers: Make sure your cell phone is fully charged before a storm hits. Invest in a car charger to be prepared in the event of an extended power outage.

Flashlights and extra batteries: It is safer to use flashlights instead of candles during a prolonged outage, as candles can tip over and cause a fire.

Prescription medications: Fill all necessary prescriptions prior to a storm.

Propane for gas grill: Make sure you have enough propane to use your gas grill for cooking if the power is out after the storm for a long period of time. **Remember, it is never safe to use a grill indoors!**

It's also important to prepare you home before a storm hits. Put away or secure any objects that can become airborne, such as lawn furniture, lawn decorations, toys, garbage cans, and gas grills. Make sure you know where your insurance policies are located in the event you need these documents should your home sustain any damage. And don't forget to fuel up your vehicles before a storm.

A minute with the Mayor:

Norwich making progress in addressing blight, recycling



Mayor Peter Nystrom

Over the past few months, our community has made important strides in addressing the issue of blight across Norwich through the hard work of our Department of Public Works and

the commitment of many of our residents. It is critically important that we build on this momentum to make Norwich a cleaner and healthier place to live and work in the days ahead.

Keeping the streets and neighborhoods of Norwich safe and clean must be a priority for every individual, family, business and civic organization in our city. Making the right decisions for disposing of anything – routine garbage, larger scale debris,

household items or construction materials – is part of being a responsible member of our community.

Earlier this year, Norwich Public Works offered extended hours for free disposals at our transfer station on Saturdays in April and June. These two days were very successful, with cars and trucks lined up along Rogers Road before the station opened at 8:00 am. More than 20 tons of refuse – some of which very well could have been left at the side of a street or in front of a home, was brought to the transfer station to be disposed of properly.

Based on the success of these events, Norwich Public Works will operate the transfer station for extended hours – and accept free disposals on Saturday, August 25, between 8:00 am and 4:00 pm.

Our effort to address blight goes hand-in-hand with our very successful single

stream recycling program with Willimantic Waste, who is reminding our residents of how to dispose of household waste. Prohibited items include plastic bags, Styrofoam coolers, electronics, food waste and trash, soiled aluminum cans and foil, soiled pizza boxes and cardboard, window pane glass, windshield glass, pillows, clothing, furniture, sheetrock, wood or yard waste (for more information, please visit www.williwaste.com or call 1.800.286.5335).

By working together and focusing on what is best for our community and our future, we can continue to reduce blight and inappropriate recycling in our city. Keeping our city clean will make Norwich more attractive to new homeowners and businesses, and make a better impression on those who are visiting the Rose City during the summer months.

NPU earns RP3 designation for reliability, safety

Norwich Public Utilities (NPU) was among 118 of the nation's more than 2,000 public power utilities that earned the Reliable Public Power Provider (RP3)[®] designation from the American Public Power Association (APPA) for providing reliable and safe electric service.

"This is a very special award for the men and women of NPU who work tirelessly on behalf of our customers, every day, year after year," said John Bilda, General Manager of NPU. "While we are honored to be recognized by a national organization of our peers, we are committed to finding ways to continually improve our performance."

The RP3 designation, which lasts for three years, recognizes public power utilities that demonstrate proficiency in four key disciplines: reliability, safety, workforce development and system improvement. Criteria include sound business practices and a utility-wide commitment to safe and reliable delivery of electricity. This year, 118 utilities earned the designation and, in total, 254 of the more than 2,000 public power utilities nation-wide hold the RP3 designation.

NPU was recognized with the highest Diamond Level recognition; the other

categories are platinum and gold. The utility was also recognized with the RP3 designation in 2012 and 2015.



Reservoirs are off-limits for activities

The Deep River and Stony Brook reservoirs are our sources for drinking water, and the Fairview and Bog Meadow reservoirs are considered emergency water supplies. To keep them free of any contaminants, they are restricted from any use by the public.

There is no swimming, fishing, or boating permitted on the reservoirs.

Please remind your children about the rules and dangers of the reservoirs. Even strong swimmers cannot swim in cold water. Let's keep our water supply safe, and our children safe, too.

Don't be a victim of a phone scam!

Every few months, NPU hears about phone scams targeting our customers. Scammers are often trying to collect on phony past-due bills and threatening to shut off service unless a credit card payment is made through a third party provider, sometimes within minutes.

NPU urges customers to keep the following in mind:

- Only customers who have been contacted by NPU through the mail about a past-due account will be contacted by phone; no NPU vendor has the authorization or ability to shut off power to a customer.
- NPU does not require a customer to sign up for a third-party payment provider in order to pay their bills.
- Customers should never provide their account number or any other personal information to an unknown party.

To report suspected fraudulent activity, NPU customers should contact the Norwich Police Department at 860.886.5561 (Ex. 6). For any bill-related questions, customers should contact NPU at 860.887.2555.

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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