



NPU receives national commendation for power restoration efforts

Norwich Public Utilities (NPU) has received three national commendations from the American Public Power Association (APPA) for its mutual aid efforts in Puerto Rico, Florida and the US Virgin Islands in 2017 and 2018.

"While we are proud to be recognized by our peers of the APPA, we are truly gratified to know that the time and efforts of our employees resulted in tens of thousands of people having their power restored," said John Bilda, General Manager of NPU. "NPU has a long and proud tradition of participating in mutual aid efforts – and we know we can count on our colleagues should we ever need their assistance.

The Mutual Aid Commendation certificate reads, in part: "In recognition of its support in electric power restoration efforts, the American Public Power Association Recognizes Norwich Public Utilities for providing mutual aid efforts."

In September, 2017, NPU crews and equipment were deployed to provide mutual aid in the greater Orlando, Florida area in the aftermath of Hurricane Irma.

NPU launches EV & charging equipment rebate program

Electric vehicles are coming! Actually, electric vehicles are not new technology, but after about a century away from the auto market they are making a comeback.

After being phased out in the early 1900s by the internal combustion engine, thanks to rising oil prices and climate change the electric car has had renewed interest over the last decade. While the market started slow, by the end of 2017 globally there were 40 different models of electric vehicles (EV) and plug-in hybrid electric vehicles (PHEV) available, and experts predict another 70 models will be available by 2022. This is due in part because leading automobile manufacturers are committed to producing electric vehicles, up to 25% as part of their sales mix, in the next decade.

Electric vehicles offer NPU the opportunity to grow load on our electric system while at the same time reduce the amount of greenhouse gas emissions in our region. They are the future of transportation, and NPU is ready to lead the charge.

Between October and December of 2017, NPU crews and equipment were deployed to provide mutual aid in the US Virgin Islands in the aftermath of Hurricanes Irma and Maria.

From January through April of 2018, NPU crews and equipment were deployed to provide mutual aid in Puerto Rico following widespread destruction in the aftermath of Hurricanes Irma and Maria

NPU is a member of the APPA's Mutual Aid Network, which coordinates with utilities and authorities during widespread power outages. For more information on NPU's participation in and commitment to mutual aid, visit PublicPower.org/MutualAid.



NPU now offers its electric customers a rebate up to \$1,000 for the purchase of a new or slightly used EV or PHEV. Additionally, NPU is offering rebates up to \$2,000 for the purchase and installation of an electric vehicle charging station.

EV Rebate Program:

- \$500 for new PHEV
- \$1,000 for new EV
- \$250 for used PHEV (2016 or newer)
- \$500 for used EV (2016 or newer)

Charging Equipment Rebate Program:

- \$500 for residential Level 2 charger
- \$1,500 for Level 2 charger used for workplace charging or multifamily dwelling
- \$2,000 for Level 2 charger available to the public

These rebates can be added to existing federal, state and manufacturers' rebates and incentives. For more details, visit http://bit.ly/NPU_EVRebate.

LED Streetlight Project underway

Norwich Public Utilities (NPU) has been upgrading all public and private streetlights across Norwich and expect to have all 4,984 new streetlights installed by the early weeks of October.

The new Light Emitting Diode (LED) streetlights are a significant upgrade from the traditional High Pressure Sodium (HSP) streetlights that were in place. The new lights will provide a number of benefits, including:

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

"This project will provide a number of benefits for our community in the years to come," said John Bilda, General Manager of NPU. "Modernizing our streetlight network is the right thing to do in terms of public safety, financial responsibility and helping the environment."

The LED streetlight conversion project has a budget of \$1.8 million and will not impact NPU residential or commercial electric rates. Once all of the streetlights are installed and new streetlight rates are in place, a final savings for the city will be calculated. The preliminary cost savings for the City of Norwich are estimated to be at least \$100,000 a year.

NPU contracted with Tanko Lighting to install the new lights. 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.



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A minute with the Mayor:

Collaboration and hard work making an impact on blight



Mayor Peter Nystrom

One of my top priorities as Mayor of Norwich has been a concerted effort to address blight across our city. I hope you share my enthusiasm and pride in the progress we have made together in addressing this important issue over the first nine months of 2018. I attribute our success to the unbeatable combination of collaboration and hard work.

Making our neighborhoods and streets cleaner and more presentable is one of the smartest investments we can make to improve the quality of life for everyone who lives or works in Norwich. Just as importantly, cleaning up blight shows visitors to our city that we all have pride in our community.

A variety of groups and individuals have made important contributions to this effort. First and foremost have been significant number of citizens Norwich who are taking the time to dispose of their bulky waste in an appropriate manner. The City's Planning and Neighborhood Services Department, particularly our new Blight Officer, Britany Williams have worked very closely with both the Police Department and the Department of Public Works to coordinate and complete hundreds of individual pickups and drop-offs at the Norwich Transfer Station.

The numbers behind this teamwork over just the past three months are very significant. In June, July and August, 884 pickups were completed and more than 205 tons of waste were removed from our streets. 458 mattresses and 21 box springs have been picked up, along with nearly 100 tires.

And at our Amnesty Day in June at the Transfer Station on Rogers Road, we

collected another 67 tons of bulky waste!

But we cannot be satisfied with the significant progress we have made in just a few short months. We must remain committed to working with our friends and neighbors, our Blight Office and Public Works, to identify and remedy areas where blight is accumulating.

I hope you will join me in taking advantage of our extended hours and "Free Disposal Saturday" at the Rogers Road Landfill on October 27, between 8:00 am and 4:00 pm.

Blight in our city is an issue that impacts every member of our community. But by working together, taking advantage of the resources and assistance offered by the City of Norwich, we can build on our progress and improve the quality of life in the Rose City.

The winter moratorium, a program which protects eligible households against gas and electric utility termination, begins on November 1, 2018. NPU customers who qualify for this program must apply by the start date. For more information on program eligibility, call the United Way Infoline at 2-1-1. Program recipients should be aware that they will continue to accrue a balance on their natural gas and utility accounts during the program period, and will be responsible for paying this balance when the program ends on May 1, 2019.

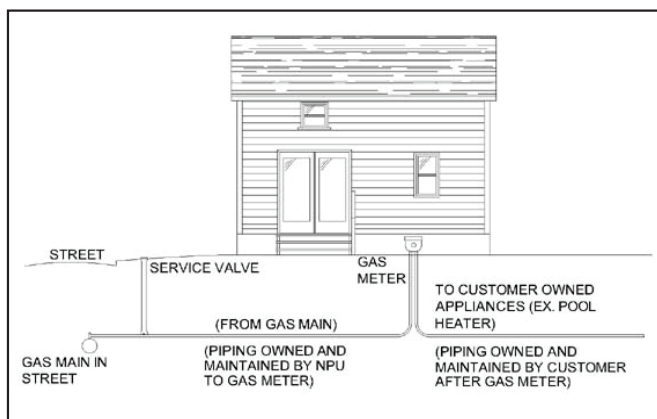
Customer-owned piping: Know your responsibility

CT 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

This drawing illustrates which piping is owned by NPU and by the homeowner.



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.

Know What To Do...

If you are in an car accident involving a utility pole, your vehicle and the surrounding area may become energized, making the area unsafe.

1. Do **NOT** leave the vehicle, and warn others to stay away.
2. If you have a cell phone, call 911 to have the utility notified.
3. Wait until a utility employee has told you it is safe to leave your vehicle. The only reason to leave the vehicle is if it is on fire.
4. If your vehicle is on fire, jump as far away from the vehicle as you can with your feet together, and without touching the car and the ground at the same time. Shuffle or hop away from the vehicle, keeping your feet together.



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