

NPU you!



A community newsletter
for the customers of

**Norwich
Public Utilities**

Chris LaRose appointed General Manager

In July 2019, Chris LaRose was named General Manager of Norwich Public Utilities (NPU) by the Board of Commissioners. LaRose had been serving as Acting General Manager since November, 2018.

"I am both excited and honored to be named General Manager of NPU and to lead such a talented and committed group of employees," said LaRose. "While the past few years have been challenging for NPU, our team has always been focused on meeting the needs and expectations of our customers."

As part of this agreement, LaRose's former position of Assistant General Manager will remain vacant for the foreseeable future.

"Chris LaRose has proven himself time and time again while serving as Acting General Manager over the past eight months. Our Board is excited to continue to work with Chris as we move NPU forward," said Bob Staley, Chairman of the NPU Board.

LaRose began his career at NPU 1997 after working for 12 years as a Mechanical Engineer at Pratt & Whitney. He began as a Utility Engineer and successfully managed a variety of utility projects and was subsequently promoted



to more senior roles within NPU. He was promoted to Operations Integrity Manager, and then Operations Manager, where he was responsible for all aspects of the natural gas, electric, water and wastewater operations. Chris was promoted to Assistant General Manager in 2008.

Mr. LaRose has been actively engaged in the community throughout his career. He is currently member of the Norwich Public Safety Committee, serves as a Mobile Food Pantry Site Coordinator for the United Way and is the President of the Norwich Sunrise Rotary Club.

Chris LaRose graduated with BS degrees in both Material and Mechanical Engineering from the University of Connecticut in 1985. He has also earned a Master of Science degree in Mechanical Engineering from Rensselaer Polytechnic Institute in 1990.

Chris and his wife Leanne are the proud parents of three grown children – Elizabeth (27), Allyson (25), and Matthew (22).

NPU completes largest natural gas project of 2019

In August, NPU completed its largest natural gas project for the 2019 construction season, replacing 5,800 feet of natural gas main along Hamilton Avenue between East Main Street and Smith Avenue.

"We appreciate the patience of the public while our crews completed this important project," said Chris LaRose, General Manager of NPU. "By modernizing another section of our natural gas system, our community is safer and our infrastructure is stronger."

NPU scheduled the work with the State of Connecticut's Department of Transportation, which is expected to begin paving on Route 165 / Hamilton Avenue in the fall. If NPU were responsible for paving along Hamilton Avenue, project costs would have increased by an additional \$125,000. Work on the project, which was

completed entirely by NPU employees, began in April. In addition to installing more than a mile of natural gas pipe, crews installed or replace individual gas services at 42 locations, primarily residences.

The total budget for the project was \$480,000.



NPU Pipefitters Adam Herz, Joel LeFrancois, and Matt LePage install a new gas meter at a property on Hamilton Avenue.

10 tips to winterize your home:

Get your home ready for the winter weather by making your home more energy efficient:

1. Caulk around windows to keep warm air from escaping and cold air from entering. Even if you have done this in the past, caulking needs to be replaced periodically.
2. Replace weatherstripping around doors. If you can see light around the edges of your exterior doors, an investment of a few dollars to install weatherstripping can save you hundreds of dollars in heating fuel.
3. If you have older windows and doors, adding storm windows and doors can help you save money on heating costs. A more economical measure would be to install plastic film over windows.
4. Use heavy drapes and rugs to keep rooms warmer and add an insulation layer on wood or tile floors.
5. Change the filter in your furnace. Dirty filters cause furnaces to run harder, wasting fuel. Be sure to get your furnace or boiler serviced annually for maximum efficiency.
6. Programmable thermostats make it easy to control temperatures in your home, especially when the home is not occupied.
7. Lower the thermostat when everyone is sleeping, and use additional blankets if necessary.
8. Dress appropriately by wearing cold weather clothing such as sweaters and sweatshirts to keep warm, rather than turning up the thermostat.
9. Keep your water heater set at no higher than 120 degrees.
10. Sign up for a free home energy audit from NPU. It's easy -- schedule an audit at your convenience by calling Lantern Energy at 877-878-3006 or completing an online form on www.lanternenergy.com/NPU_Online_Form/



By having a free energy audit, which includes a blower door test and other measures, an expert technician can offer customized solutions to keep your home energy efficient without affecting your family's comfort.



Follow us on Facebook
and Twitter @NPUutilities



A minute with the Mayor:

Diversity has always been a source of strength, pride in Norwich



Mayor Peter Nystrom

Throughout my lifetime, and particularly in my time as Mayor, Norwich as a city and a community has benefitted from the variety of ethnicities and races that have chosen to call the Rose City their home.

Just look at the long list of businesses, restaurants and festivals that are a part of our community, bringing people of all ages together through shared music, food and culture.

Norwich is now home to restaurants that are offering delicious Mexican, Korean and Peruvian cuisine. The newly opened S&A Market on Franklin Street offers a wide range of Asian groceries and Café Otis continues to generate great reviews from its visitors.

We have two breweries and a any number of traditional places to get a burger, pasta or a nice sandwich.

Through the hard work and creativity of the Norwich Community Development Corporation (NCDC) and the Global City Initiative, Norwich has hosted a series of multi-cultural events that have brought thousands of people to our city.

These festivals celebrate the food, music, culture and especially the people in our community, be they Peruvian, Cape Verdean, Haitian, Dominican or Polish. These successful festivals, including the Juneteenth Celebration, compliment the long-standing and ever-popular Italian and Greek Food Festivals that have drawn huge crowds in Norwich for years.

We should all be very proud to live in a community that celebrates this diversity. Everyone is welcome in Norwich. We need the energy, enthusiasm, ideas, food, music,

and traditions of every culture in our city. This diversity makes us stronger and more compassionate - individually and as a community.

There is not – and never has been – a shortage of good people from all backgrounds here in Norwich. We live and work together – sometimes we disagree or argue – but we always find a way forward with the best interests of our community in mind.

As an example, the recent discussion regarding the political statements of a local business owner was addressed thoroughly and publicly in our community. After everyone was able to share their views, a sign that clearly expresses words of welcome in 20 languages – with more to come - was posted at Dodd Stadium. And I am confident that future meetings to discuss these important matters in more detail will lead to greater understanding and appreciation within our community.

Major energy efficiency project at Shannon Building earns \$61,708 rebate

In September, NPU presented a check for \$61,000 to Sovereign Management, the owners of the Shannon Building in Downtown Norwich, following the completion of a significant energy efficiency project. As a result of the project, the owner's annual energy costs will be reduced by \$82,000.

In 2018, Jason Ziegler, a partner with Sovereign Management, reached out to NPU to evaluate a range of upgrades and improvements that would make the building more comfortable for its tenant, the State of Connecticut's Department of Children and Family. They were also interested in improving the building's energy-efficiency and lowering their energy costs.

Ultimately, the owners of the building partnered with NPU on the following upgrades:

- High-efficiency LED lighting upgrade with network controls
- More efficient heating, ventilation and air conditioning (HVAC) controls throughout the building
- Variable frequency drives on the building's cooling tower
- Upgraded air-cooled heat pumps and water source heat pumps

Sovereign worked with the State's Green Bank through the Commercial Property

Assessed Clean Energy Program (C-PACE) to finance the project.

Pictured below, from left to right: Nick Ziegler, Sovereign Mgmt; Jeff Brining, NPU; Chris LaRose, NPU; Jason Ziegler, Sovereign Mgmt; State Senator Cathy Osten; Mayor Peter Nystrom; Daniella Iozzo, ESC Controls; and Devin Schleidt, Schleidt Works



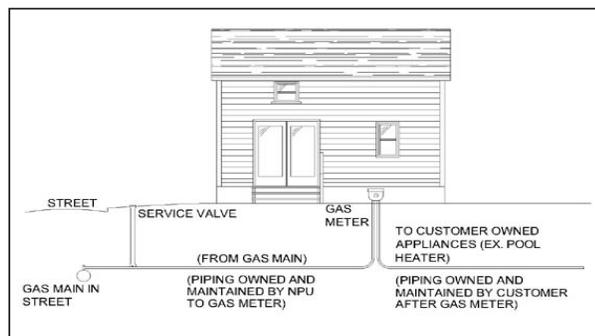
Customer-owned piping: Know your responsibility

Connecticut state regulations require utilities provide this safety information each year.

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). 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 temporarily interrupt your gas service until repairs are made.



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

HERE TO SERVE YOU

Visit our website for more information: norwichpublicutilities.com
Please call, fax or e-mail us your questions, comments and suggestions.
Norwich Public Utilities, 173 North Main Street, Norwich, CT 06360
TEL: 860.887.2555 Fax: 860.823.4172 E-mail: communitymatters@npumail.com

