

NPU announces Deposit Assistance Pilot Program for homeowners and renters

As another means of helping our most disadvantaged customers, NPU is launching a pilot program in partnership with our local social service agencies to provide assistance for those who have difficulty making a security deposit for any utility service - natural gas, electric, water and/or sewer.

Customers determined to be in need by our community partner Thames Valley Council for Community Action (TVCCA) will be provided with funds through the Deposit Assistance Program to assist with the payment of security deposits.

NPU is providing program funding that will essentially lend money to customers for deposits that would be replenished annually, potentially growing to help additional customers. TVCCA will administer the program on NPU's behalf.

Parameters of Program:

1. TVCCA evaluates customer situations on a case-by-case basis; if approved, the agency will pay the customer deposit from funds made available through the Deposit Assistance Program.

2. With deposit in place, NPU provides utility service.
3. Customer repays NPU the deposit over 12 months.
4. After one year of good payment history, NPU will return the original deposit back into the pool.

To apply for this program, a customer who signs in for service and states they are unable to afford the NPU security deposit can apply for the Deposit Assistance Program with TVCCA (after signing release to allow access to account information for verification). TVCCA will review the information and if approved will pay the deposit for customer. The customer will reimburse TVCCA for the deposit over 12 months.

This program is available for NPU customers who own and reside in a single family home or customers who rent or lease.

This pilot program will run until through the end of the year and will be evaluated for its effectiveness and sustainability.

Reliance Health receives \$28,145 energy efficiency rebate

NPU recently presented Reliance Health with a rebate for \$28,145 following the successful completion of a large-scale energy efficiency project. As a result of this project, Reliance Health will realize a savings of more than \$12,000 on their annual energy costs.

"Reliance Health is an invaluable part of our community and NPU was pleased to work with them on this project," said Chris LaRose, General Manager of NPU. "Helping such an important organization save more than \$12,000 a year on their energy costs will allow them to work more efficiently as a business and as a health care provider."

Reliance Health completed a major lighting upgrade at their offices on Cliff Street and Broadway in Downtown Norwich. The project, which took nearly a year from inception to implementation included the installation of nearly 600 high-efficiency LED light bulbs in place of the older incandescent lights.

The total project cost for Reliance Health was \$112,583 which is being

funded by a 0% interest loan through an NPU's program to provide financing to qualifying commercial and industrial customers who work with the utility to make improvements and upgrades that increase energy efficiency and lower energy use.

The new LED bulbs provide better brighter lighting and more comfortable working conditions; the new lights were also installed in the work spaces of two tenants in the Reliance Health building on Cliff Street.

The project was managed by Sue Caplet and Laura Eliezer of Reliance Health and the work was completed by Bonner Electric of Uncasville.



Pictured, from l to r: Sue Caplet, Roy Borque, Carrie Dyer, Chris LaRose, Jack Jacobs, Jack Malone, Laura Eliezer

Uncas Health Medical Reserves Corp (MRC)

The first response to any crisis or disaster is a local response.

Uncas Health Medical Reserves Corp (MRC) is recruiting volunteers to respond during public health emergencies and assist in activities that promote health and safety in our community. No prior experience is required, just the willingness to support your community in times of need.

Uncas MRC volunteers are crucial during emergencies by assisting with the following:

- First aid and triaging patients
- Distributing medication and vaccines
- Screening and assessment
- Data entry and telephone support
- Crowd and traffic control
- Shelter support services
- Language interpretation
- Health education

Anyone can volunteer for the Uncas MRC and everyone has something to offer. In addition to medical professionals and emergency responders, community members without medical training are also urgently needed to assist with the many support functions. Uncas MRC volunteers are provided free training.

When a disaster or public health emergency occurs, local emergency resources may be quickly overwhelmed. Volunteers who are pre-identified, pre-credentialed and pre-trained are vital for emergency response efforts.

For more information, visit @uncasmrc on Facebook or email MRC@uncashd.org.



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and Twitter @NPUutilities



A minute with the Mayor:

The Census is Vitally Important to Norwich – Do your part!



Mayor Peter Nystrom

Earlier this year, the federal government officially launched the 2020 U.S. Census which takes place every ten years, as mandated by our Constitution. The census attempts to count every single person living in the United States – both citizens and noncitizens - and helps our government with several critical functions that impact all our lives.

The census will take you only a few minutes to complete, and by doing so, you will be making an important contribution to Norwich and our future.

There are numerous important decisions that are made based on the census that have a direct impact on the City of Norwich and our community. A great deal of funding that the federal government provides to states, cities and towns is based on information drawn from the census. According to the

Census Bureau, the agency responsible for completing the survey, more than \$675 billion in federal funds for health, education, housing and infrastructure programs are distributed after taking this information into consideration.

Having the most complete and accurate information for Norwich provided through the census will help assure that we get our fair share of funding for a variety of federal programs from Head Start and school lunch programs to special education, highway planning and construction and Medicaid.

Information from the census is also used in the event our community ever needs to apply to the federal government for assistance following a natural disaster or emergency. How and where agencies like the Federal Emergency Management Agency provide any type of assistance is based largely on the number of people in our community.

The U.S. Census also provides the private sector with important information about every community in the United States. Businesses of all sizes and in every industry carefully

analyze the characteristics of big cities and small towns as they decide where to move to – or from; where to invest or where to locate a distribution center.

Most homes should have received an invitation to respond to the census, which takes only a few minutes to complete. During the 2020 Census, the Census Bureau will never ask you for your Social Security number, for money or donations, anything on behalf of a political party, or your bank or credit card account numbers. In addition, there is no citizenship question on the 2020 Census.

So please join me in making sure that our community is counted accurately in the 2020 census.



www.census.gov

NPU provided four local organizations with \$141,478 through Neighborhood Assistance Act

In February, NPU announced it had contributed \$141,478 to four local organizations through the State of Connecticut's Neighborhood Assistance Act (NAA) program which allows businesses to make tax credit payments to qualified nonprofits. Through the NAA, the following organizations have received funding from NPU:

Otis Library (\$33,028), to support an updated building and energy management system. This project is part of Otis Library's continued efforts to improve its HVAC system and will help control and reduce energy consumption and lead to significant savings on the library's annual energy costs.

St. Vincent de Paul Place (\$28,794), for an energy-efficient dishwashing system. Disposable items used for the Community Meals program currently cost \$8,400 per year. Installation of a high-quality dishwasher will reduce expenses for the organization considerably which will benefit the range of programs offered

by the agency. In 2019, St. Vincent de Paul Place's Community Meals program operated on 313 days, and provided more than 78,000 breakfasts and mid-day meals, averaging 250 meals per day. An additional 15,000 sandwiches and miscellaneous meals bring the total to more than 93,000 meals provided in 2019 to those in need.

United Family and Community Service (\$56,342), to support a major HVAC upgrade to the organization's General Administration building, one of the most recognizable and historically significant buildings in Norwich. The project includes the installation of multi-zone, heat-pump condensing units, ducted air handlers and a ductless wall mounted indoor unit. The project will ultimately include the replacement of 70 windows at the Samuel Huntington Mansion on East Town Street, which was constructed between 1783 and 1785.

United War Veterans Army of the Republic Memorial Association /

Buckingham Memorial (\$23,314), to support the replacement of compromised furnaces and a variety of efficiency upgrades at the historic building. Located at 307 Main Street, the home of William A. Buckingham, the former Norwich Mayor as well as Connecticut Governor and U.S. Senator, is in the midst of a significant renovation.

The Connecticut Neighborhood Assistance Act (NAA) Tax Credit Program is administered by the Department of Revenue Services and is designed to provide funding for municipal and tax-exempt organizations by providing a tax credit for businesses that make cash contributions to organizations and projects approved by the State.

Each year, NPU pays the Gross Revenues Tax to the State of Connecticut on the purchase of natural gas and electricity. The NAA limits participating organizations to \$150,000 per year in tax credits and the statewide program has a cap of \$5 million.

Sign up for Text-to-Pay: the option of paying your NPU bills via text message. The process for signing up is simple - just update your account information on NPU's online bill payment site, including a credit card if you have not registered one with NPU. Select the text and email option in the drop-down menu for receiving invoices. Enter your mobile phone number and email address for the appropriate account(s). Once registered, NPU will send a confirmation email and text to you; once 'OK' is responded, you are now ready to pay your NPU bill via text message. You can text "Stop" to unsubscribe to any invoice notification or "Resume" to restart the text-to-pay option at any time.

HERE TO SERVE YOU

Visit our website for more information: norwichpublicutilities.com
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