

NPU you!



A community newsletter
for the customers of

**Norwich
Public Utilities**

Is NPU's CHIPP program right for you?

NPU's Cooling & Heating Incentive Pilot Program (CHIPP) is an energy efficiency rebate program that aims to convert existing electric customers heating primarily with natural gas, oil or propane gas to a more energy-efficient electric heat pump system.

Participants who install a qualifying cold climate heat pump and submit all required documentation will receive a **\$1,200 per ton rebate** toward the purchase and installation.

What is a heat pump? It's an all-in-one heating and air conditioning system that works year-round to keep your home or business comfortable. During the winter, it collects heat from outdoor air and transfer it inside. During the summer, it doubles as an air conditioner by extracting heat from inside and transferring it outside.

Benefits of a heat pump include:

- Saves money on your energy bills.
- Saves money on routine maintenance costs.
- Safer than combustion heating systems.
- Reduces your carbon footprint.
- Improves air quality in your home.
- Never worry about calling for fuel delivery or running out of fuel.

Natural Gas Safety: Removing snow from meters

Norwich Public Utilities reminds natural gas customers to be aware of a number of safety tips regarding their gas meters.

It is important to keep the area around the meter free from snow so that fire departments and other emergency response agency personnel have access to gas meters in case of an emergency shut-off situation.

NPU Meter Readers also need access to the meters if customers want to avoid an estimated bill.

When removing snow around gas meters:

- Make sure you know the exact location of your meter before you begin to remove snow.
- Maintain a safe distance between gas meters and shovels, snow blowers, and other equipment while shoveling.

Norwich Public Utilities is now offering

CHIPP

COOLING & HEATING INCENTIVE PILOT PROGRAM

Why should NPU electric customers take advantage of CHIPP?

- 1 Provide year-round comfort from one efficient system.
- 2 Never worry about fuel delivery or running out of fuel.
- 3 Eliminate the need for inefficient bulky, heavy and ugly window air conditioner units in summer months.
- 4 Safer than combustion heating systems and improves the air quality in your home or business.

5 \$1200/TON REBATE! Customers who purchase and install a qualifying cold climate heat pump will receive a \$1,200 per ton rebate!

For more information, visit <https://norwichpublicutilities.com/residential/chipp/> or call NPU at 860-887-2555

- Provides heating in the winter and cooling in the summer from a single unit.
- Allows you to control your home's temperature from your smartphone.
- Eliminates the need for heavy and inefficient window air conditioning units.
- No upfront cost for customers who qualify for financing.

- NEVER push snow against gas meters, gas piping, or appliance vents and make sure all vents are free of snow or other obstructions.

- NEVER pile snow on top of gas meters, gas piping, or appliance vents.

All natural gas customers should be aware that gas meters that are buried in deep snow or damaged by snow removal equipment could begin to leak. Gas meter leaks are a potentially hazardous situation.

Customers are encouraged to report any problems with their meters to NPU's gas emergency line at **860-887-7207**. If there is a natural gas odor present, exit the premises and call 911 right away. Natural gas has a rotten egg-like odor.

City offers funding through lead paint rehab programs

The City of Norwich Office of Community Development currently has grants and 0% interest loans available for qualified Norwich property owners through its Lead Based Paint Hazard Control Program and the Property Rehabilitation Program.

The Lead Based Paint Hazard Control Program was created to make housing built prior to 1978 "lead safe" by eradicate toxic levels of lead paint in homes. Lead poisoning is especially dangerous for pregnant women and children under the age of six. Grant funding is available for both owner-occupants (people who live in the property they own) and investor-owners (people who own residential rental property but don't reside in it) and must benefit low to moderate-income households.

The Property Rehabilitation Program provides 0% interest loans to Norwich residential property owners (owner-occupant and investor-owned) to pay for needed structural improvements including roofing, heating systems, code compliance items and more. The goal of the program is to provide decent housing for low to moderate-income families by eliminating unsafe and unhealthy housing, and preventing neighborhood blight.

The qualifications for these programs are based on guidelines established by the US Department of Housing and Urban Development.

To learn more about either program, including eligibility and income requirements, please call the Office of Community Development at 860-823-3770 or visit the Community Development page on the City's website at <http://norwichct.org/216/Community-Development>.

La ciudad de Norwich actualmente tiene disponibles subsidios para la erradicación del riesgo de envenenamiento por pintura de plomo, de igual manera tiene prestamos con un interes del 0% para la rehabilitación de viviendas en la ciudad de Norwich.

Para mas informacion por favor comuniquese con Sandra Gaitan-Brown 860-823-3779 Community Development (Departamento de Desarrollo de la Comunidad) City of Norwich.

A minute with the Mayor:

Shop and eat local in 2021



Mayor Peter Nystrom

The long and enormously challenging year of 2020 is finally behind us. So much death, sickness, sadness and disruption in our community, across the United States and around the world has

been too much to bare at times. But with vaccines being distributed more and more widely every day, there are now small but perceptible signs of optimism with a sense that our lives could begin to return to normal within the first half of 2021.

It is only a matter of time when, not if, the normal day-to-day activities resume to our lives. And while this will be an enormous relief and cause for celebration, it will also be an opportunity for all of us to help the

local business community recover from the catastrophe of last year.

We are all well aware of the number of businesses both large and small that have closed temporarily – or sadly, permanently – in our region. However, business owners, and particularly small business owners, are some of the smartest and hardest working people anywhere – and they are ready to bounce back.

And so, as we look ahead to a brighter and better year, I encourage everyone to join me in making it a priority – and a goal – to shop and eat locally whenever possible in 2021.

The more of our discretionary money that we can collectively pump into our local economy through our local businesses, the quicker and stronger this inevitable recovery will be. Small businesses - retail shops and family restaurants - are the backbone of our community and our civic life.

During the past weeks the council has taken action to help this effort as we have extended the interest rate of 3% on late tax payments to the end of the fiscal year. We have authorized NCDC to work directly with our Community Development Block Grant programs to assist small businesses with federal dollars that are available and we are now able to reduce personal and business utility debts as we sought and gained approval from HUD.

We all look forward to a return to the days of running into old friends unexpectedly at a restaurant or a store in Norwich. These random interactions are the best part of a social fabric that binds us all together in our city. And while these ties were certainly loosened in 2020, I am completely confident that our community will re-emerge from such a difficult time stronger than ever.

I wish all of you and your families a healthy and happy 2021.

Due to the pandemic the City of Norwich has opted to lower the interest rate on second installment of the 2019 grand list Real Estate and Personal Property bills, along with 2019 Motor Vehicle Supplemental bills. For more information, including remote payment locations on online bill payment options, visit the City of Norwich website www.norwichct.org.

NPU celebrated 2020 Public Power and Public Gas weeks virtually

In October NPU celebrated both American Public Power Week and American Public Gas Week, although this year's celebration was done virtually due to the pandemic.

Public Power Week is an annual national observance coordinated by the American Public Power Association. The American Public Power Association is the voice of not-for-profit, community-owned utilities that power 2,000 towns and cities nationwide. The Association represents public power before the federal government to protect the interests of the more than 49 million people that public power utilities serve, and the 93,000 people they employ. It advocates and advises on electricity policy, technology, trends, training, and operations. Its members strengthen their communities by providing superior service, engaging citizens, and instilling pride in community-owned power.

Public Natural Gas Week is intended to build public awareness about the value of having a community-owned natural gas utility.

NPU is one of approximately 1,000 public natural gas systems serving more than 6 million customers. These public natural gas utilities are not-for-profit retail distribution entities that are owned by and

accountable to the citizens they serve. They include municipal gas distribution systems, public utility districts, county districts, and other public agencies that have natural gas distribution facilities.

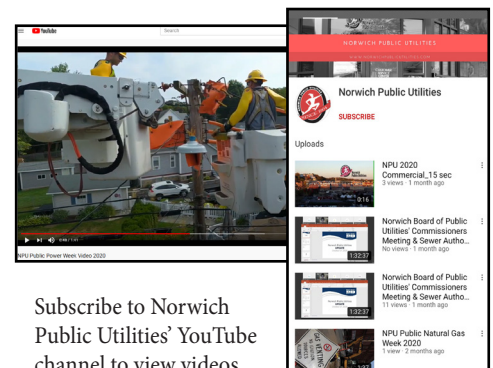
Public natural gas utilities are good for the community for many reasons including:

- **Local Control:** Having a public natural gas system gives a community local control over how gas is provided to homes and businesses. Decisions are made through citizen participation instead of being made in a distant city by people who do not understand local issues and who are primarily focused on profits instead of service.
- **Competitive Costs:** In order to offer fair and competitive rates, public natural gas systems operate as a not-for-profit entity. Public natural gas systems do not face pressure to pay dividends to stockholders.
- **Economic Benefits:** As a public natural gas system, we play a valuable role in helping communities broaden its tax base, and in turn improve the local economy and

increase jobs. Public natural gas systems ensure that local dollars stay at home.

- **Customer Service:** As a not-for-profit entity, we focus on service, rather than profits. Public natural gas systems are an integral part of a community. We maintain a close relationship with our customers, and as a result, we are successful in meeting our customers' needs.

Throughout the week NPU posted a variety of content, including videos showing a virtual look at NPU, on social media to highlight the important work done every day for the community we proudly serve. These videos can be viewed on NPU's YouTube channel.



Subscribe to Norwich Public Utilities' YouTube channel to view videos of utility crews in action, virtual Board meetings, and more.

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

