

# 2019 COMMUNITY IMPACT REPORT



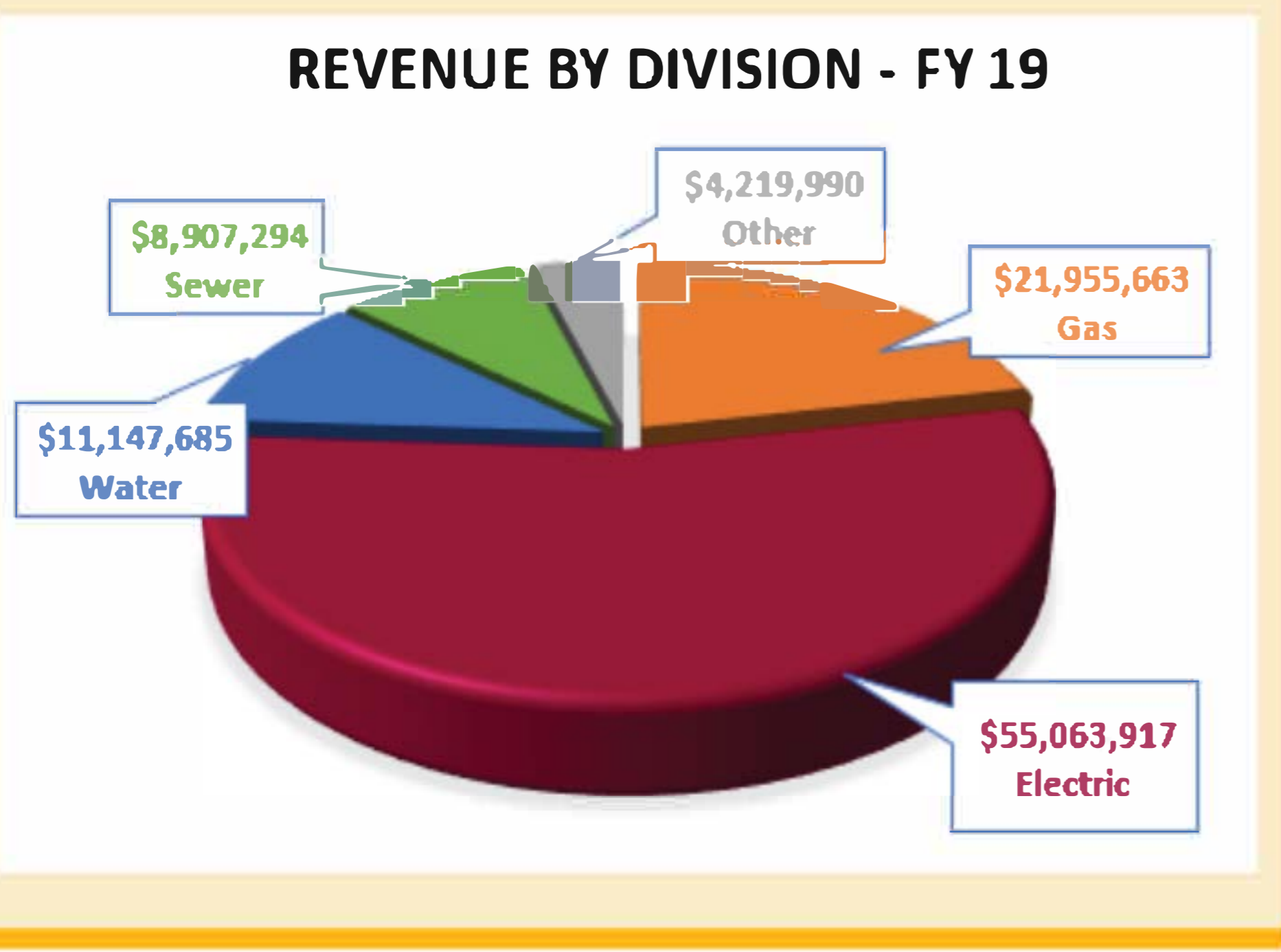
## 2019 Highlights

We are pleased to present our second *Community Impact Report* that compiles many of the ways Norwich Public Utilities (NPU) serves our customers and community beyond providing natural gas, electric, water and wastewater utilities. This document provides the latest information and statistics on the wide range of investments, projects, performance and services that keep our team very busy every day of the year. Some of them are very public and obvious, some are less visible but no less important. Our *Community Impact Report* is another way of looking at and thinking about the 146 men and women of NPU who are working very hard to meet – and sometimes anticipating – your utility needs.

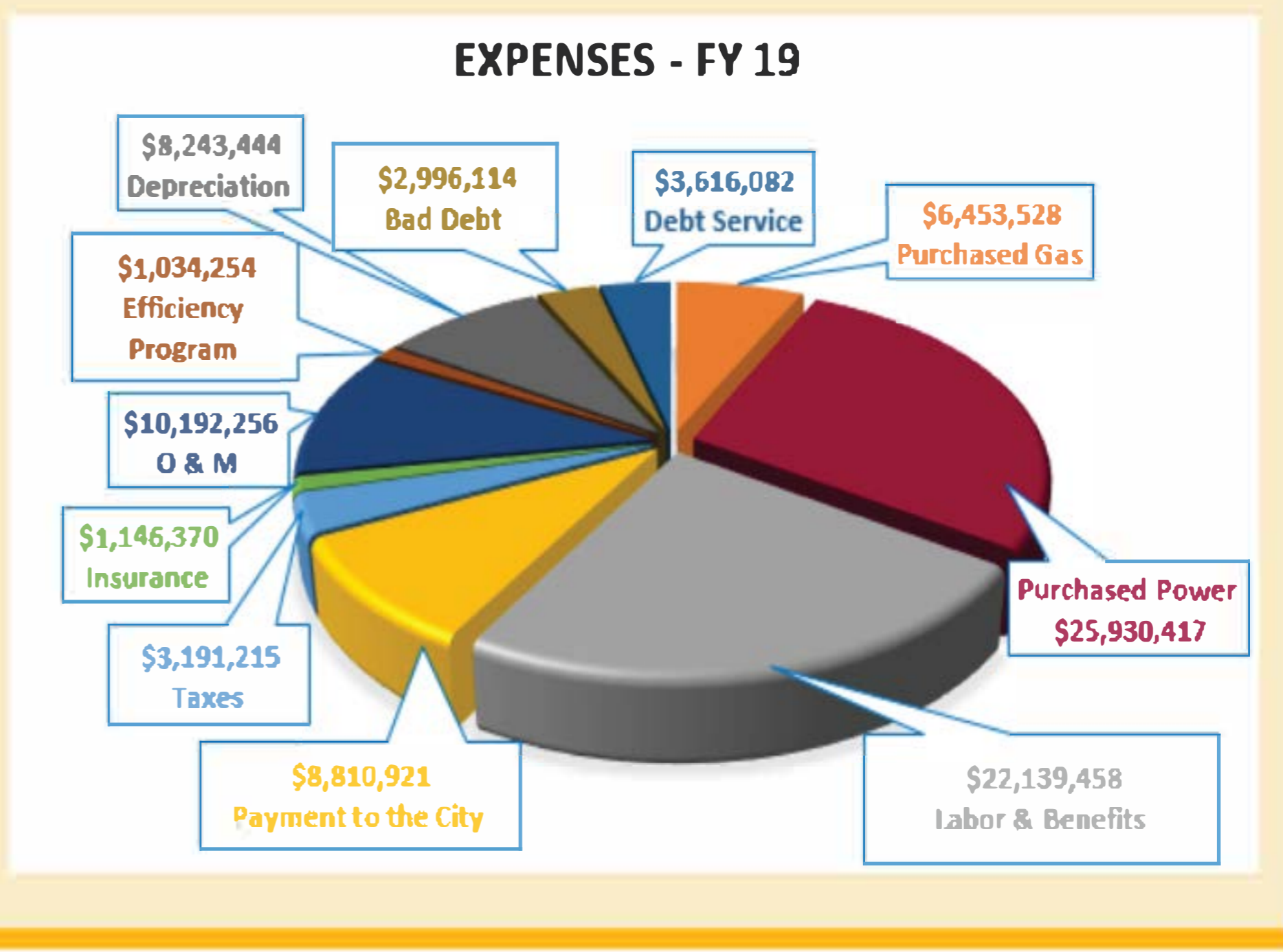
Please do not hesitate to reach out to us at any time for additional information or clarifications.

## FINANCIAL SUMMARY

**FY 19 Total Revenue: \$101,294,549**



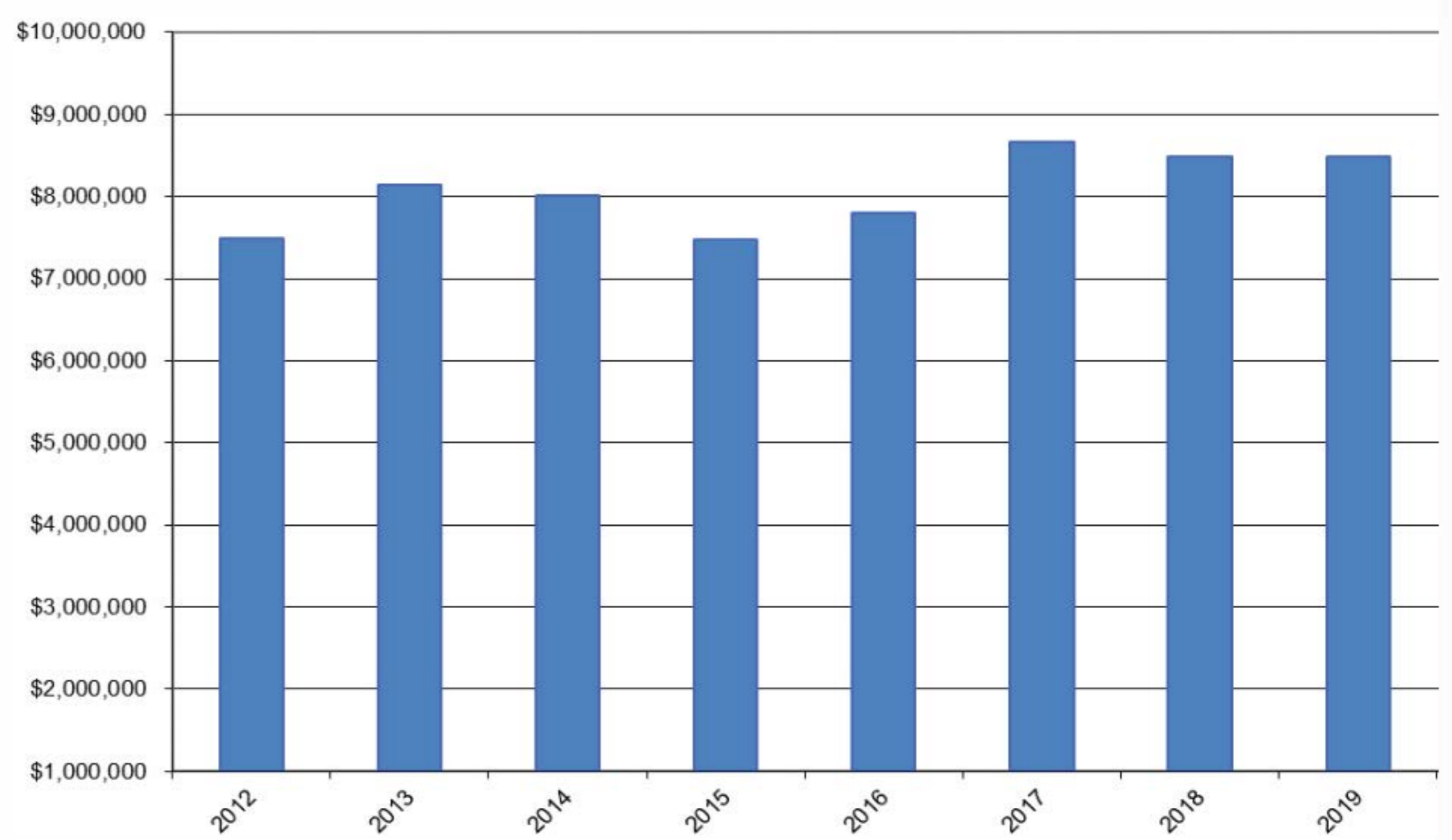
**FY 19 Total Expenses: \$93,754,059**



### Payment to the City



More than \$81.7M returned over the past ten years



## CAPITAL PROJECTS

In FY 19, NPU spent a little over \$16 million on crucial capital projects in all divisions. These projects are essential for the operations and reliability of utility services. These projects included:

- Replaced natural gas main and services on Hamilton Avenue and several streets in Greenville.
- Completed upgrades to the Dudley substation.
- Started upgrades started at the Bean Hill and North Main Street substations
- Expanded tree trimming program for electric reliability.
- Automated metering infrastructure (AMI) project (90% now completed).
- Completed water emergency interconnection to the Town of Sprague.
- Filtration system upgrades at Deep River and Stony Brook water treatment plants.
- Updated and submitted Long Term Control Plan to the CT DEEP.





# PERFORMANCE MEASURES



## Electric System Reliability

Average number of outages per customer: .67

Average cumulative out of service time: 56 minutes

## Infrastructure

Natural gas main 157 miles

Electric lines 233 miles

Water main 196 miles

Sewer main 137 miles



## Water and Wastewater Treatment

### Drinking Water

Gallons treated 1.7 billion/year ~ 4.7 million/day

Quality tests performed 15,255

### Wastewater

1.9 billion/year ~ 5.2 million/day

5,775

## Customer & Field Service

Number of walk-in customers 57,515

Gas service calls 2,444 Water service calls 1,995

Number of telephone calls 143,250

Electric service calls 1,399 Sewer service calls 58



# PROGRAMS & SERVICES

## Energy Assistance

\$733,000

in direct financial assistance

\$143,000 Matching Payments

\$22,500 Operation Fuel

## Energy Efficiency

\$497,000

in electric efficiency rebates

\$94,200 in gas efficiency rebates

## Gas Expansion

86 New Customers

\$97,142 additional annual revenue

\$29,000 conversion incentives

- ✓ New LED streetlights saved the City over \$350,000 in annual energy costs.
- ✓ Gas expansion and new gate stations generating over \$800,000 a year in new revenue.
- ✓ NPU employees committed over \$31,000 to the United Way of Southeastern CT.