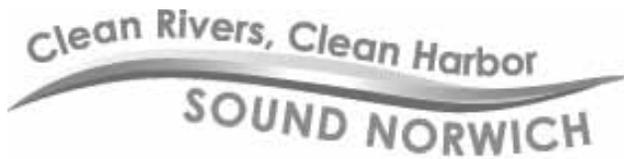


Community matters

NORWICH PUBLIC UTILITIES

January 2013



Upgrading Norwich's ageing wastewater treatment plant proves to be a long-term project

Norwich Public Utilities is proceeding judiciously on the state-mandated upgrade of the Wastewater Treatment Plant (WWTP) located in downtown Norwich. The process began over six years ago and we are in the final design stages now. Some work has been completed and visitors to the marina can sure tell the difference.

The new digester has been installed and it includes modern, state-of-the-art features that are designed to improve the downtown area. The digester was designed to capture the methane gas that is a by-product of the digestion process. Micro-turbines were installed to use that methane as a fuel for producing electricity and heat. Through this process we are now generating one third of the power necessary to run the entire treatment plant, which cuts NPU's costs and saves our customers money. Also, by capturing the methane waste, we have dramatically controlled the odors which used to permeate the downtown area. With the odor eliminated, the events and festivals that took place downtown this last summer were more enjoyable for all who attended.

The next step in the WWTP upgrade is to finalize and complete the engineering and design. We will be upgrading 40-year-old infrastructure and technology that has outlived its useful life. When completed, the WWTP will meet the 2014 nitrate emission standards set up in the Long Island Sound Restoration Act (LISRA). This Act is an important part of the renaissance of the Long Island Sound ecosystem. NPU has actively engaged the Connecticut Department of Energy and Environmental Protection (DEEP) to ensure we can meet these new emission standards without unduly burdening our ratepayers.

We will also be increasing the capacity of the plant to plan for future economic growth. Part of that increased capacity could be used for surrounding towns' wastewater needs, providing a unique revenue source to

decrease the burden on NPU rate payers. All of this growth is designed for a 20 year planning horizon.

When complete, these upgrades will lead to a better downtown, increased sewer capacity for future economic growth, and a more efficient treatment plant. We will continue to update the community as we move forward with this important, vital project.



The recommissioned digester is shown with the new dome-shaped cover. The microturbines are in the middle of the photo, located in the two boxes on the top of the platform.

Reminder:

The Water Rate Increase approved in May of 2012 takes effect January 1, 2013.

Questions? Call us at 860-887-2555 or email us at communitymatters@npumail.com.

Educating Students about Energy Efficiency

Norwich Public Utilities (NPU) is always looking for new ways to offer energy education to our youngest members of our community and inspire conservation to reduce energy loads. One of the easiest ways to reduce energy use is to replace old inefficient lighting. Better and more efficient lighting installed in city school classrooms contributes to a better learning environment and is also a learning tool teaching energy efficiency.

For the past several years, NPU has collaborated with the Norwich School system to upgrade the lighting in four elementary schools. Funding for these lighting retrofit projects comes from Connecticut Development Block Grants (CDBG), the schools and NPU's Energy Efficiency Fund. Swapping out old lamps and ballasts with bad color and a buzz is a first step to better efficiency in the classroom. New T8 technology (thin tubes) has replaced the old T12 technology (fat tubes) for better light and a more comfortable atmosphere in the classroom.

Parents who attended Kelly and Teacher's Middle Schools November Parent Teacher Conferences received packages of six compact florescent lamps (CFL's) to take home, replacing energy hog incandescent bulbs. NPU Energy Services will participate in science classes talking about energy education to middle school classes in early

2013, providing ideas about how students can help make a difference at home and at school.

NFA has also benefited from upgraded lighting in five campus buildings, replacing dim and buzzing tube lighting with modern, clean and bright lighting. If you haven't seen the LED's in the Slater Atrium yet, take a walk inside, you'll be impressed! Plans for 2013 include upgrades to several more classroom buildings.

NPU's Energy Services Team visited two NFA classes, science and the environment, in early December to talk about energy and the environment with an emphasis on sustainable and renewable resources such as solar. Building renovations taking place at the Sachem Street building includes new lighting, heating, and cooling and may possibly include a solar PV project, providing an opportunity for high school students to observe and learn about how Photovoltaics work.

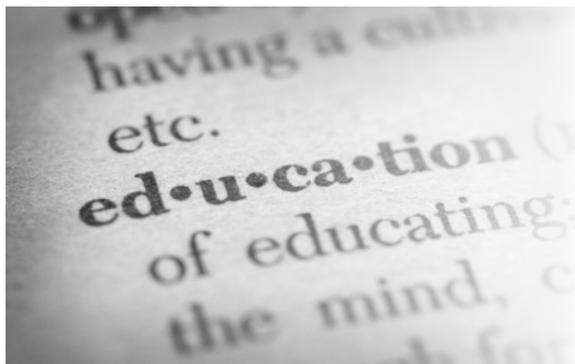
NPU appreciates the partnership with city schools. Being able to help make the school buildings perform more efficiently not only helps the schools manage their maintenance and budgets more easily, but the savings realized from lowering utility bills after installing newer technology provides savings for all ratepayers. Lighting upgrades can mean savings of 20% to 30% annually, provides better lighting, teaching, and learning opportunities for all Norwich students.

Be Energy Efficient in the Kitchen

Do you know the most energy efficient way to cook your dinner? Cooking accounts for only about 4% of the average fuel usage in a home. Microwaves and crock-pots are much more efficient than either a gas or electric oven. How you cook probably makes more of a difference than the method you choose to use. Cover pots when you cook; bake more than one thing at a time in the oven, cook larger batches and microwave the leftovers. When baking, do not open the oven door; use the light to check on your food. You can also use glass and ceramic pans when baking; they retain heat better than metal pans and allow you to lower the baking temperature by 25 degrees.

According to *Home Energy Magazine*, gas stoves are only 40% efficient compared to a microwave's 55% efficiency. However, the gas stove is usually cheaper to run because gas is usually a lot cheaper than electricity. So while the microwave uses less energy, the gas stove is actually cheaper to use from a cost perspective.

Bottom line however, is that the heating method you choose does not really make much difference. Compared to choosing the best method to heat water, you would still save more energy over the year by replacing ONE light bulb with a CFL or by turning off the air conditioner for ONE hour at some point over the whole year. Now that's something to think about while you're cooking!



Follow us on Twitter @NPUutilities or Like us on Facebook - Norwich Public Utilities

Natural Gas Safety

Connecticut State Regulations Require We Provide This Safety Information on an Annual Basis

Natural gas is an efficient, clean, and domestically produced resource. And, like most fuels, it is safe when used properly. While we work hard to maintain a safe and reliable pipeline system, there are additional safety measures our natural gas customers need to be aware of in order to avoid potential accidents or unsafe conditions.

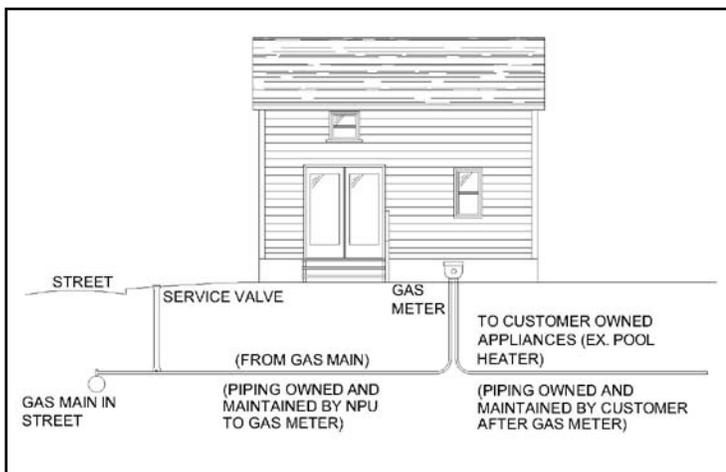
Customer-Owned Underground Gas Lines

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 (please 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 of customer piping through 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 might be necessary to interrupt your gas service temporarily until repairs are made.

Remember to call “Call Before You Dig” at 811, a free service, before you dig. 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**.



The above drawing shows which piping owned by NPU and by the homeowner

Snow Removal From Gas Meters

Norwich Public Utilities reminds customers to be aware of some important safety tips regarding their natural gas meters. It is important to keep the area around the meter free from snow. Fire departments and other emergency response agency personnel must 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:

- 1) Make sure you know the exact location of your meter before you begin to remove snow.
- 2) Maintain a safe distance between gas meters and shovels, snow blowers, and other equipment while shoveling.
- 3) NEVER push snow against gas meters, gas piping, or appliance vents (make sure all vents are free of snow or other obstructions).
- 4) 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).

Communitycalendar

NORWICH PUBLIC UTILITIES

January 2013

April, 2013

The Friends of Otis Semi-Annual Book Sale

Early Bird Preview - Friday, April 19th:
9 - 10 AM (\$10 Admission)

Free General Admission:

Friday, April 19th: 10 AM - 3 PM

Saturday, April 20th: 10 AM - 3 PM

Sunday, April 21st: Noon - 3 PM

Otis Library's Book Sale offers thousands of books! Come and find gently-used books at affordable prices in the areas of special interest as well as to explore the many other well-defined categories. There is truly something for everyone!

All proceeds from the sale will benefit the Otis Library. The community's support is greatly appreciated.

Recycling at its best:

The Friends of Otis Library collects clean, gently used books, CDs, and DVDs, two bags or boxes at a time, at the Main Circulation Desk of the Otis Library, 261 Main Street, Norwich, throughout the year. For larger donations, please call (860) 889-2365, ext. 125. No textbooks, magazines, or encyclopedias, please.

Norwich Ice Rink

Looking for a fun way to exercise this winter? The Norwich Ice Rink is a great alternative to the gym. Public skate sessions are open during the week and on weekends, or consider joining a youth, men's or women's hockey league! The Rink is a great location for birthday parties, and offer skating lessons for young and old alike.

For more information and to view a schedule of events, visit www.norwichrink.com, or call 860-892-2555

Ongoing - 1st Friday of each month

First Fridays

Downtown Norwich comes alive with arts and entertainment every first Friday of the month! View original art at several galleries and enjoy a musical or theater production in our theaters. Call 860-887-2789 for more information.

Theaters and Museums

The Norwich Arts Center Gallery, 60 Broadway, Norwich. Gallery hours: Wednesday - Saturday 12-4 PM. For more information and to view the event calendar visit norwicharts.org or call 860-887-2789.

The J. F. Slater Memorial Museum, also known as Slater Memorial Museum, is a historic building and an art museum located on the Norwich Free Academy campus, 305 Broadway. Museum information can be found on the NFA website, norwichfreeacademy.com.

The Spirit of Broadway Theater - Visit www.spiritofbroadway.org for more information and to see the entire 2012 production schedule.

The Leffingwell House Museum - One of the finest restored examples of New England Colonial architecture, the Leffingwell Museum was the home of revolutionary patriot, merchant, and industrialist Christopher Leffingwell. Visitors to this living museum catch a glimpse of early 18th century life. The house is filled with a fascinating assortment of pieces from each generation. Located at 348 Washington Street. Visit leffingwellhousemuseum.org for days and hours of operation.

Norwich Community Cinema - Enjoy community cinema at it's best. The Norwich Community Cinema (NCC) hosts a different thought provoking, entertaining and informative film at the Donald Oat Theater, 60 Broadway. Call 860-887-2789 or visit www.norwichcinema.org for more information.



Here to Serve You

Visit our web site for more information:
www.norwichpublicutilities.com

Please call, fax or email us your questions, comments and suggestions.
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