

Community matters

NORWICH PUBLIC UTILITIES

July 2013

Restructuring Rates for Better Transparency

Notice anything different about your July utility statement? We have added a new line item - called 'Capital Tracker' - to all electric and natural gas bills. This Capital Tracker will show a rate required to fund capital projects that are necessary to maintain system integrity, reliability and safety. These costs have always been part of the rate, only now, by separating those costs from the rest of the rate it shows a clear picture of what is involved in maintaining our utility systems.

These changes to your electric and natural gas utility rates were the subject of a Public Hearing held on April 23, 2013, and were approved by the Board of Public Utilities Commissioners on May 28, 2013.

You may also notice that the Purchased Power Adjustment (PPA) for electricity and the Purchased Gas Adjustment (PGA) for natural gas have decreased.

So what projects fall under the Capital Tracker? For natural gas, the Capital Tracker is being used to

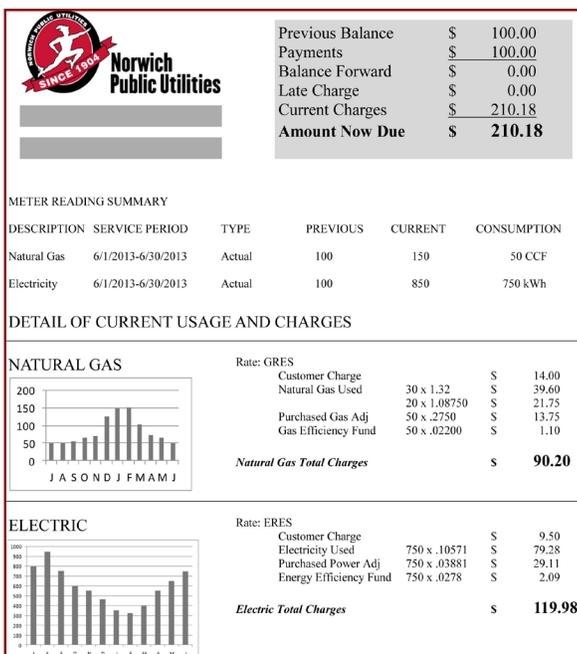
cover the cost of the DIMP - Distribution Integrity Management Program. This is a mandatory project required for natural gas pipeline safety. Under this program, NPU will need to replace over 30 miles of natural gas main over the next 20 years.

The electric Capital Tracker is collecting funds necessary to cover costs associated with distribution system upgrades, such as upgrading the electric circuits for increased reliability.

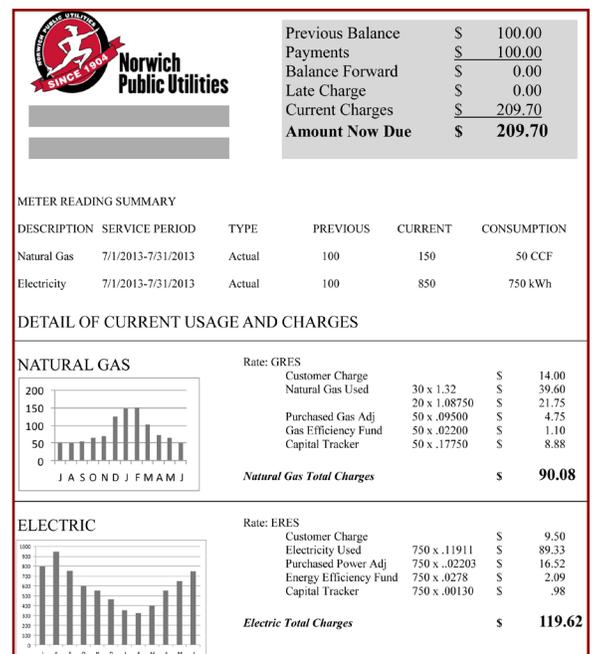
The use of a Capital Tracker is common in the utility business. System safety and reliability is of utmost concern to every utility company. By implementing a funding source exclusively for necessary capital intensive projects, customers can see what portion of their bill is allocated to cover these costs. It also allows utilities, like NPU, to adjust the Capital Tracker according to what projects are necessary and approved in the annual operating budget.

In the future, NPU plans to institute the Capital Tracker for water and sewer rates.

The good news is that with all these changes, your billing 'bottom line' remains the same!



NPU billing statement - prior to July 1, 2013



NPU billing statement - after July 1, 2013.

Several Major Storms in Two Years = Be Prepared!

In the last two years, our region was hit with two hurricanes and several major snowstorms, causing property damage and power outages. If this weather has taught us anything, it's that it is totally unpredictable so we need to be prepared!

Take steps ahead of time to be ready:

- Compile a disaster supply kit. At a minimum, this should include batteries and flashlights, clean containers for drinking water, additional containers for water for sanitary purposes (if you have a well), non-perishable food and manual can opener, medicine (as required), and diapers and formula (if necessary). If you have pets, make sure you prepare for their well-being.
- Place important documents, including insurance information, in a secure, weather-proof location. Also, examine your insurance policy to make sure it covers the type of damage your home may experience (i.e., flooding, tree damage, etc.)
- Make sure all family members know where to stay during a storm (a "safe room"); where to meet in the event you get separated, and where your disaster supply kit is located.
- Take pictures or videos of your home contents for insurance purposes and store in a secure, weather-proof location.

If a storm is forecasted, make plans to secure your property and avoid unnecessary damage:

- Have material (plywood) ready to cover all of your home's windows. Tape does not prevent windows from breaking.
- Be sure trees and shrubs around your home are well trimmed so they are more wind resistant.
- Clear clogged rain gutters and downspouts.
- Reinforce doors, including garage and bulkhead doors.
- Plan to bring in all outdoor furniture, decorations, garbage cans and anything else that is not tied down.
- Never use barbecue or gas grills inside your home or garage.

If a storm is imminent:

- Secure your home, board up windows and secure outdoor objects or bring them indoors.

- Elevate items in your basement to avoid damage if your basement floods.
- If you have a well for water, have water stored for drinking and sanitary purpose such as cleaning and flushing toilets. Fill the bathtub and other large containers with water.
- If you use medical equipment that requires power but have no backup power available, make plans to get to a shelter **prior to the storm arriving**. In the event of a power loss, it will be difficult and dangerous for you to evacuate during the storm.
- Make sure cell phones are fully charged.
- Fuel up vehicles.
- Refill prescriptions, and stock up on extra diapers, baby formula, and other critical supplies.
- Don't stock up on refrigerated or frozen food. If you lose power long enough for food to spoil, it will just be wasted.
- If you have an emergency generator, review the manual to ensure it is properly installed and you know how to safely use it. Visit NPU's website for important safety information regarding generators.

If local authorities order you to evacuate, be sure to follow their instructions. This is for your safety!

After the storm has passed, danger is still present:

- If you must go outside, stay away from all downed wires. Do not assume that the wire is safe even if the power is out!
- Be careful around trees. The storm may have weakened trees and branches, which can cause further damage after the storm.
- If at all possible, stay home. The more traffic on roads, the more interference for the crews who are trying to clean up and restore utilities, phone and cable.

As the past couple of years have demonstrated, we do not always need a direct hit to be severely impacted by a storm. Taking early precautions can help protect your family and your property from costly and life-threatening effects of a storm event.

For more guidance, visit www.ready.gov.

Does the weather affect your utility costs?

The answer to that question, as you probably know, is yes. If it's really cold, you will use more energy to heat your home; and if it's really hot, your air conditioning unit will be running. There are certain times of the year that temperatures will obviously result in higher electric and natural gas consumption, causing higher utility bills. But why then can you sometimes experience higher utility use without the weather seeming like the obvious culprit?

To answer that question, it is necessary to understand the term 'Degree Days.' Degree days doesn't mean the temperature of a certain day. Instead, it is a gauge to determine the amount of heating or cooling necessary, using 65°F as the baseline. Degree days is the standardized measurement that impacts the energy (kilowatts of electricity or cubic feet of natural gas) used for heating or cooling.

Degree days are based on the assumption that when it is 65°F outside, we do not require any additional heating or cooling. Degree days are the difference between this standard temperature and the mean daily temperature (high temp + low temp, divided by 2). For example:

If the high temperature of a particular day was 85°F, and the low temperature was 65°F, the mean would be 75°F:

$$85 + 65 = 150 / 2 = 75$$

The degree days would be 10:

$$75 - 65 = 10 \text{ Cooling degree days}$$

If the mean temperature is below 65°F, it would result in heating degree days. If the mean is 65°F, it equates to zero degree days.

So what does all that math have to do with your utility bill? Heating and cooling industries use degree days information when calculating appliance energy needs. Degree days provide a standardized measurement to indicate whether you can expect higher or lower bills based on the weather. The higher or lower the degree days, the more your equipment has to work to heat or cool your home. You can also add up the degree days over a period of time.

So when you compare utility bills over the course of a season, or compare one point of time to another, it is important to realize that you need to compare degree days, not the actual temperature at a given point. For example, you may wonder why your electric usage is higher this June, even though last June had hotter days. Most likely this would be caused by having more degree days this June, which ultimately meant your cooling equipment was used more, or worked harder to keep you cool. Other factors that can impact your utility consumption include humidity and wind chill.

For more information about degree days and how they impact energy use and cost, visit The National Weather Service Climate Protection Center website at <http://www.cpc.ncep.noaa.gov> and search for Degree Days.



Wrap Your Electric Service for Safety

Are you planning to paint or install siding on your home this summer? We offer a free service to help protect you from electrical danger when working on your home or business. Before painting or siding your building's exterior, call us to cover the wires attached to the structure with a rubber sleeve. This will protect you from accidentally touching wires, resulting in electrocution. Call us at 860-887-2555 to arrange to have wires covered (please allow a minimum of two business days for this service.)

Annual Water Report Available

Norwich Public Utilities' annual water report for 2012 is now available. In the past this report was mailed to all water customers. This year, the report is available for public viewing online, however, copies in print are available upon request.

This report contains important information about the source and quality of our drinking water. Once again, we are pleased to report another year of healthy, clean drinking water.

To access this report online, go to <http://bit.ly/NPUwaterquality>. To request a print version, call us at 860-887-2555.

Communitycalendar

NORWICH PUBLIC UTILITIES

July 2013

July-Aug, 2013

Summer Concert Series

The Annual "Rock the Docks" concert series at Howard Brown Park from 6:00 PM to 8:00 PM. For more information, contact the Greater Norwich Chamber of Commerce at 860-887-1647 or visit www.norwichchamber.com.

Featuring top local entertainment:

July 10th Eight to the Bar

July 17th Rewind

July 24th Wooden Horse

July 31st The James Road Band

Aug. 7th Fat Cats

Aug. 14th Melaena

July - October 2013

Farmers Market

The Farmers Market located at the Howard Brown Park in downtown Norwich will be open every Wednesday from 10 AM to 2 PM.

August 6, 2013

National Night Out

Enjoy food, entertainment and fun at the annual National Night Out, held at the ShopRite Plaza on West Main Street from 6 PM - 9 PM. Contact 860-886-5561 for more information.

September 7, 2013

Taste of Italy

The Italian community in Norwich shares their tasty culinary heritage at this annual event, now in it's 22nd year, held under the tent at Howard Brown Park. Contact Frank Jacaruso Jr. at 860-889-0864 for details.

September 15, 2013

Norwich Auto Show

This event, held at Dodd Stadium on Stott Avenue in Norwich, features hundreds of antique and classic cars for auto enthusiasts. This family event features something for everyone: live music, face painting, LEGO building contest, arts & crafts, flea market and business expo. Event is from 8 AM to 3 PM. Contact the Greater Norwich Area Chamber of Commerce for more information at 860-887-8351.



September 21-22, 2013

Renaissance Faire

The Connecticut Renaissance Faire moves to its new home at Dodd Stadium this fall for 5 weekends of fun in the past! For more info call 860-478-5954



October 18-20, 2013

The Friends of Otis Semi-Annual Book Sale

Free General Admission:

Friday, Oct. 18th: 10 AM - 3 PM

Saturday, Oct. 19th: 10 AM - 3 PM

Sunday, Oct. 20th: Noon - 3 PM

Otis Library's Book Sale offers thousands of books! All proceeds from the sale will benefit the Otis Library. For more information, 'like' Friends of Otis on Facebook: <https://www.facebook.com/friendsofotis>

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 Otis Library, 261 Main Street, Norwich. For larger donations, please call 860-889-2365, ext. 125. No textbooks, magazines, or encyclopedias, please.

Become career ready with all that is offered at Three Rivers!

Three Rivers Community College is now accepting enrollment for the Fall 2013 semester! The college offers 47 different Associate Degree programs ranging from Early Childhood Education, Nursing, and Visual Arts to Criminal Justice, Engineering Technology and Business Administration. Transfer programs are available for those who wish to continue their studies at a four-year institution. Students may also complete certificate programs with approximately 25 credits. Earning a certificate is a great way to move immediately into employment, add impressive content to a résumé, or simply expand your knowledge without committing to an entire degree program. Credits that are earned through a certificate may be applied towards an Associate Degree at a later date.

Visit the beautiful campus on New London Turnpike in Norwich. Meet with an advisor and find out information about financial aid, veteran's assistance and learn about the many clubs and organizations Three Rivers provides. They will help you in any way they can; your future is their mission! Classes start Monday, August 26th so sign up today!



This bulletin is printed on paper with 20% post-consumer fiber, and it costs about 10 cents to print. Proudly printed in Norwich.

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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