

Community matters

NORWICH PUBLIC UTILITIES

SUMMER 2010

Energy Efficiency: A Bright Idea!

NPU wants to be your energy partner and help you take control of your energy use by operating and maintaining your building systems and equipment more efficiently. Read how the following companies benefitted from a bright idea...

A Bright Idea: Gunther International

Upgrading your facility's lighting is the first step towards making your building more energy efficient. Gunther International is making the switch and saving big.

It sounds like a pretty simple concept: changing a light bulb. But doing just that is saving Gunther International thousands of dollars.

"Upgrading our facility with energy-efficient lamps was actually the easiest project we've ever done," said Dave Kuter, Facilities Manager. "In less than two years, we've already got a return on our investment." He predicts the company will save around \$34,000 this year alone.

Headquartered in the Norwich Business Park, Gunther International designs, manufactures and services high-speed production mailing systems. Their facility was built in 1975. The old lighting fixtures did the job, but Kuter says they had some downfalls along with their cost. For example, once you flipped the light switch on in the warehouse, it would take up to twelve minutes for all 143 metal halide lights to warm up. Once lit up, they gave off a harsh bright light along with a constant buzzing noise.

When it came time to review overhead costs, Gunther contacted Norwich Public Utilities for a solution. A free audit from NPU showed that replacing inefficient incandescent lighting with compact fluorescent lights (CFLs) and high-efficient linear fluorescent tubes would, in turn, use less energy to produce the same amount of light output, with the same quality and performance. The result would be a lower utility bill and reduced environmental impact. Gunther could also take advantage of incentives and rebates to help fund improvements.

It took contractors about one workweek to retrofit all the fixtures. The electricians worked after hours with no disruption to service and little distraction to employees. Within days the lighting makeover was complete.

"One of the project's greatest advantages is it not only reduced our overhead, but the audit revealed we actually could have even better lighting in our facility with less bulbs. It is incredible." Employees were also happy to work under new steady, quiet, warm-white lights with an easy on/off switch.



After the successful upgrade, Gunther International has taken other steps to make their facility more environmentally friendly. Motion detectors shut off lights when rooms are vacant, and vending

machines hibernate when not in use.

For Gunther International, lighting now plays a very important role in the performance and profitability of the plant and its employees. With utility costs continuing to rise, adopting an energy efficient lighting system was not only cost effective but simply — a bright idea.

See how you can save

Energy Efficiency is a Priority! NPU wants to be your energy partner and help you take control of your energy use by operating and maintaining your building systems and equipment more efficiently. We have programs designed to assist you in managing your energy use wisely so you can save your business money and energy.

Take advantage of our energy expertise and our energy efficiency incentive programs and do it all using our 0% interest loan program. Call today at 860.823.4514 or visit www.norwichpublicutilities.com

A Bright Idea: Mini Melts USA

Why this Inc. 500 company decided to make the switch to energy efficient light bulbs.

Walk in the front door of Norwich-based Mini Melts USA, and you'll smell a faint hint of ice cream flavors like banana split or cotton candy. The ice cream factory, located off Asylum Street, pumps out over one million mini-tubs of ice cream beads yearly.

The cryogenically frozen ice cream uses a patented process with liquid nitrogen to flash freeze the ice cream in seconds. This process locks in the flavor and produces fun shapes in different sizes. The product, available in over 50 flavors and worldwide in 27 countries, is continuously kept at -40 degrees F from production through warehousing, transportation and storage, until served to the consumer.

So, as you can imagine, the Mini Melts factory requires a giant scoop of electricity!

To help cut costs on its utility bills, business manager Dan Korteweg took advantage of the free energy efficiency

audit program offered by Norwich Public Utilities. It revealed that upgrading the lighting fixtures would be a great first step. The study recommended T8 fluorescent light bulbs, one of the most popular types of fluorescent light because of its long life and energy efficiency. When Korteweg learned the upgrade would be an easy fix — with a seven-month return on investment — he called it a “no brainer to go forward with the project.”

It has been several months since the lighting makeover, and Korteweg says the upgrade has already been cost effective. The company is now saving at least \$300



per month, on average. And, the benefits go beyond the cost savings. The new lights are brighter, turn on in seconds, offer reduced heat, no UV light, and are more environmentally friendly.

Korteweg says the program was such a success, he encourages other businesses — both large and small — to make the switch, “The energy efficiency audit is free. You got nothing to lose. Why wouldn't you want to save?”

A Bright Idea: New London County Mutual Insurance Company

President Steven Chevalier is making energy efficiency a priority for the company headquarters because it's good for business and the environment.

When driving through downtown Norwich, it's hard to miss the New London County Mutual Insurance Company building. Today, the three-story 48,000 sq. ft. headquarters is perched atop High Street, overlooking the Thames River.

Few may realize it, but the building is actually in the midst of an innovative energy makeover.

“greener” building by upgrading all the lighting fixtures. He decided to make the investment for two reasons: First, it was cost effective, and second, he believed it was his responsibility as a “good corporate citizen” to cut down on energy consumption.

“The little things add up,” said Chevalier. Since making the switch to more energy efficient light bulbs, he estimates the company is currently saving around

\$4,000 per month on its electricity bill. “The project has paid for itself.”

Chevalier's message for other business owners looking to make upgrades is clear, “Do it. Now is the best time. The federal government is making energy efficiency a priority and offering incentives. (NLC took advantage of a subsidy program.) And, by saving money your business will, in turn, stay more competitive.”



NLC is working with Norwich Public Utilities to upgrade its entire heating, ventilating, and air conditioning system to ensure the building delivers environmental and financial results. The smarter climate control system will, for example, gauge which zones will require more air conditioning, like a sun-filled room, and adjust its output.

But President Steven Chevalier has already taken a giant leap toward a

A Bright Idea: Birkenstock Central

Birkenstock Central takes advantage of Norwich Public Utilities' free energy audit, and walks away with savings.

Rarely is Jim Moore spotted around town without his Birkenstocks. He even wears them with a dress shirt and tie. It makes sense, because he is one of the largest Birkenstock dealers in the United States.

He first opened up shop in 1983 on North Second Avenue in Taftville. He slowly expanded, and most recently, took over the retail space next door.

Today, his mail order business includes websites like Birkenstockcentral.com, chefshoes.com, and medicalshoes.com. Combined, customer orders total around 1,000 pairs of shoes each week.

The warehouse is busy — but surprisingly, quiet. Moore attributes that to its new and improved lighting fixtures. To prove this point, he opens the door to a small repair room and turns on the old overhead lights. You are instantly overwhelmed by a harsh yellow glow and an irritating loud humming noise. Moore asks, “See the difference?”

Moore and his employees are quick to boast about their lighting upgrades that are now in place everywhere (except the small repair room). Tubes containing 240 LED's have replaced the T-12 florescent lights throughout the 6,000 sq. ft. warehouse.

The showroom now features attractive track lighting, with 1-watt energy efficient LED light bulbs. The result: better lighting and a lower electric bill, saving 300-400 kWh of electricity per month.

Workers say the benefits go well beyond cost savings. The new lights no longer flicker, hum, or cause computer screen glare. “The comfort level to the new lights was immediate,” says Moore.

Be Ready for Hurricane Season

The NOAA's Climate Prediction Center, a division of the National Weather Service, has forecasted an “active to extremely active” hurricane season. This year, they are predicting a higher-than-seasonal average of 11 named storms, six hurricanes and two major hurricanes. Like every hurricane season, this forecast stresses the importance of having a hurricane preparedness plan in place. As we learned earlier this year, the extreme flooding our region experienced has taught us to never underestimate the power of nature.

Be prepared!

Even the lowest category of hurricane can create high winds, tornadoes and flooding. Before a hurricane threatens, the National Hurricane Center recommends having a plan in place that prepares your family for all these hazards.

You should be able to answer the following questions before a hurricane threatens:

- What are the Hurricane Hazards?
- What does it mean to you?
- What should you do to be prepared?

Ask other family members, friends and neighbors if they are **HURRICANE AWARE**, too.

Be sure to stock your home with supplies needed during an emergency period. At a minimum, your disaster supply kit should include:

- Several clean containers of drinking water (enough for 3-5 days). Plan on about five (5) gallons for each person.
- A three- to five-day supply of non-perishable food

Taking action is as easy as 1-2-3...

1 BEFORE	2 WATCH	3 WARNING
<p>Before Hurricane Season Starts YOU SHOULD:</p> <ul style="list-style-type: none"> • Assemble your Disaster Supply Kit These items are often scattered around your home and simply need to be brought together into one location. • Write out your Family Disaster Plan Discuss the possible hazards with them. Determine if you are in an evacuation area. Identify an out-of-town family contact. 	<p>When a Hurricane Watch is issued YOU SHOULD:</p> <ul style="list-style-type: none"> • Check your Disaster Supply Kit Make sure nothing is missing. Determine if there is anything you need to add to your kit. Replenish water. • Activate your Family Disaster Plan Protective measures should be initiated, especially those actions that require extra time (for example, securing lawn furniture). 	<p>When a Hurricane Warning is issued YOU SHOULD:</p> <ul style="list-style-type: none"> • Ready your Disaster Supply Kit for use If you need to evacuate, you should bring your Supply Kit with you. • Use your Family Disaster Plan Your family should be in the process of completing protective actions and deciding the safest location to be during the storm.

- A first aid kit and manual
- A battery-powered radio, flashlights and extra batteries
- Sleeping bags or extra blankets
- Water-purifying supplies, such as chlorine or iodine tablets, or unscented, regular household chlorine bleach
- Prescription medicine and special medical needs
- Baby food, prepared formula, diapers and other baby supplies
- Disposable cleaning cloths (like baby wipes) for the whole family to use in case bathing facilities are not available
- Personal hygiene supplies, like soap, toothpaste, sanitary napkins, etc.
- An emergency kit for your car with food, flares, booster cables, maps, tools, first aid kit, fire extinguisher, blanket, etc.

Dangers remain after the storm is gone!

Remember, danger is not only present during a storm.

Once a storm has passed, be very cautious when leaving the safety of your home. Trees, branches and other debris can create serious risk, especially near power lines. If you see lines down — **stay away from them!** Don't assume the line is dead, or that it is only the phone or cable line.

When cleaning up fallen debris, be careful to avoid anything near power lines, even if your power is out. Utility crews are hard at work restoring power after an outage, which means your power can come back on with no warning. Be patient and be safe!

For more about the 2010 hurricane season, visit www.nhc.noaa.gov.

Communitycalendar

NORWICH PUBLIC UTILITIES

SUMMER 2010

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 or enjoy a musical or theater production in our theaters. Call 886-4683 for more information.

Ongoing

Breast Cancer Remembrance

Honor a woman's battle with breast cancer with her name in pink on the breast cancer memorial Sail of the Valiant. Free. Sponsored by Chelsea Groton Bank, Dime Bank. Call (860) 889-3424 for information or to register. Sail of the Valiant is a Del Function nonprofit breast cancer program.

September 9-12, 2010

Grecian Festival

35th annual Greek-American festival, featuring fresh baked goods, gyro booth and traditional meals. Contact Father Paul at Holy Trinity Greek Orthodox Church at (860) 887-1458.

September 11, 2010

Taste of Italy

This annual event includes delicious food, bocce games, an art exhibit and fireworks in Brown Park in Downtown Norwich. Contact Frank Jacaruso, Jr. at (860) 889-0864 for details.

September 19, 2010

Family Day

Food, fun and games for all, including the "Harry O Youth Race." 10 a.m. to 4 p.m. at Mohegan Park. For more information, please contact Sherry Filiatreault at (860) 823-3782.

Norwich Auto Show

25th Annual antique and classic car show. Dodd Stadium, Stott Avenue, Norwich. Antique and classic cars, auto enthusiasts, an auto auction, and food. Contact the Greater Norwich Area Chamber of Commerce for more info (860) 887-1647.

September 23, 2010

Wine & Roses Festival

Annual wine tasting benefit for the Tommy Toy Fund. Enjoy fine wine, entertainment and hors d'oeuvres. Call (860) 887-9211 for details or check the tourism website at www.norwichct.org.

October 15-17, 2010

Recycle Books — Recycle Knowledge

The Friends of Otis Library Semi-Annual Book Sale. 10 AM to 4 PM on October 15 & 16 and noon to 3 PM on October 17. Donate gently used books to the Circulation Desk. Please, no textbooks, encyclopedias or magazines. For more info. or delivery for larger quantities, please call (860) 889-2365, ext. 122.

October, 2010

Walktober

Experience nature, history, art, culture and all that the 35 towns in Last Green Valley have to offer! Dozens of guided tours throughout the region. Norwich hosts numerous walks during the event. Sponsored by The Last Green Valley and the Quinebaug-Shetucket Heritage Corridor. For more information, please call (860) 963-7226, or visit www.tlgv.org.

Spirit of Broadway – 2010 Season

The Spirit of Broadway Theater presents dynamic new works and re-interpreting classics. Visit www.spiritofbroadway.org or call 860.886-2378 for more information. The remaining 2010 season:

The Day Boy & Night Girl Aug. 25-Sept. 26
Around the World in 80 Days Oct. 20-Nov. 21

Be careful what you dump down the drain!

Each year, thousands of dollars are spent to fix sewer system problems that can easily be avoided just by the proper disposal of common household products. It may seem like a little grease or an "occasional" wet-nap can't harm the system, but that's not always the case.



HERE'S WHAT HAPPENS IN THE COLLECTION SYSTEM NETWORK

Roots and other natural debris can get into sewer pipes and act like a trap. Grease — which hardens quickly — and non-degradable solids can't flow past this blockage and, instead, build up to form a wall of sludge. So, waste no longer can flow through the system and will ultimately back up into your home or street. This blockage can occur at other points in the collection process, too.

Throughout the system, pumps help move waste through the pipes to the wastewater plant. Although screens keep materials from passing through the pumps, non-biodegradable debris can plug the screens and cause the pumps to fail.

DOS AND DON'TS WHEN DECIDING WHAT TO DISPOSE OF DOWN YOUR DRAINS:

- Never pour solvents, pesticides, paint thinners, engine oil, or household cleaning products down the drain or into the storm sewers.
- Pouring grease down the drain is a bad idea, even if you run hot water at the same time. Instead, pour it into an empty can or jar and throw out after it hardens.
- Not all "biodegradable" products are good for the environment. On average, and in perfect conditions, paper products can take up to five

weeks to break down, an orange peel can take up to five months, and a cigarette butt can take up to 12 years!* Meanwhile, those products end up clogging the pipes!

- Practice "dry clean up." Before washing dishes, scrape off the surfaces. Throw this waste in your trash container.

Food preparation establishments are required by the Connecticut Department of Environmental Protection to comply with Fats, Oils and Grease (FOG) Discharge Requirements by July 2011.

This general permit requires that Class III and Class IV food establishments install FOG management equipment to prevent the discharge of fats, oils and grease into a municipal wastewater treatment facility (those discharging into a septic system are exempt).

For more information about the FOG program and the CT DEP general permit, contact the Uncas Health District at (860) 889-1189, visit www.uncashd.org, or call NPU at (860) 887-2555.

* <http://ezinearticles.com/?The-Facts-About-Biodegradable-Products&id=781685>



**Norwich
Public Utilities**

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 a special link on our web site for more information:
www.norwichpublicutilities.com/communitymatters

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

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