

## NPU customers cash in on energy efficiency



Jeff Brining (center), presents a rebate check to Steve Chevalier (left) and Terry Elms (right) of NLC Insurance.

Efficiency matters to you. It's evident by your overwhelming response to our energy efficiency programs.

Compact fluorescent light bulbs (CFLs) are one of the easiest and most cost-effective steps everyone can take to be more energy efficient.

CFLs have been available at the Customer Service Center, through the direct mail CFL Starter Pack Offer and the Direct Install program. One NPU customer pleased with the starter pack said, "We have since replaced every bulb in our house." In total, NPU customers have switched out 173,000 incandescent bulbs to CFLs, which use 75% less energy. This translates to enough potential energy savings to power over 600 Norwich homes!

NPU customers are also benefiting from the Energy Star appliance rebate program. Almost \$18,000 has been rebated for purchases of Energy Star-rated

washing machines, refrigerators, water heaters, and dishwashers. This means that 300 new appliances have replaced less-efficient models! Nate and Sarah Kannas took advantage of this rebate offer when they purchased appliances for their new home. "The rebate made

the decision to purchase Energy Star appliances much easier," said Kannas. The Cool Choice rebate program, which provides cash rebates for qualifying central-air systems, has also benefited customers who chose to install high-efficiency air conditioning systems.

### Commercial customers see huge savings, too!

Local businesses have also been cashing in on efficiency and are seeing the results.

Commercial efficiency improvement projects completed in 2007 have resulted in annual savings of almost 1.8 million kilowatt hours — or enough energy to power 214 average homes for a year! Customers such as the Norwich Arts Council have seen as much as a 50% savings in their utility bill simply by upgrading to energy efficient lighting. "The Norwich Arts Council has unique needs when it comes to lighting," remarked Gail McCool, NAC Co-Op

Manager. "Enter the NPU Energy Efficiency Program. Staff from NPU visited our building, assessed the situation, and returned with new light bulbs that not only provided good light in the galleries and offices, but also gave off little to no heat in the dressing rooms. And, the best part — it saved energy, which translated to enormous savings on our bill!"

NLC Insurance Company was also looking for ways to improve their energy efficiency and save expenses. Not knowing where to begin, Terry Elms, NLC Vice President of Human Resources, sought out NPU. "One of the first recommendations was to convert our lighting throughout the building," said Elms, "and by doing this conversion our lighting efficiency would increase, therefore saving us money each month. Not only were the recommendations excellent, but we were also entitled to rebate incentives. As soon as the project was complete, NPU delivered the rebate check. NPU is a true business partner and we look forward to continuing our work with them."

"Our job is to empower customers with the knowledge of how to reduce their energy use, without sacrificing comfort," adds Jeff Brining, NPU's Energy Efficiency Manager. "We're committed to expanding our partnership with residents and businesses."

Email your efficiency success story to [communitymatters@npumail.com](mailto:communitymatters@npumail.com). For more information on NPU's energy efficiency programs, please visit our website [www.norwichpublicutilities.com](http://www.norwichpublicutilities.com) or call 860-823-4514.

## Compact Fluorescent Light bulbs (CFLs): Helpful or harmful to the environment?

Compact Fluorescent Light bulbs (CFLs) are a great way to save energy. But what, if any, are the risks involved with using CFLs in your home or office?

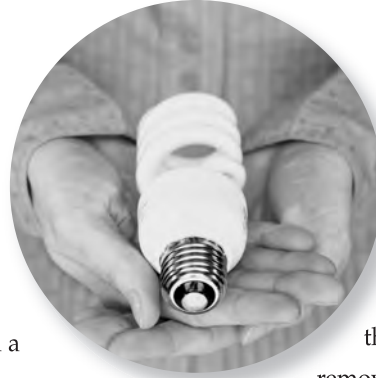
It's true that all fluorescent bulbs contain a small amount of mercury—CFLs have about 4 mg. And, like all products containing mercury, CFLs should be handled with care. When recycled properly, the mercury will not make its way into the atmosphere. Actually, according to the U.S. Environmental Protection Agency (EPA), CFLs actually prevent mercury from entering our air!

On the other hand, burning fossil fuels

such as coal result in a high amount of mercury emitted into the atmosphere. In the United States, these fossil fuels are commonly used to produce electricity. Because a CFL uses 75% less energy, a power plant will only emit 2.4 mg of mercury to run a CFL, compared to emitting 10mg of mercury to run an incandescent bulb!

### Always dispose of CFLs properly

CFLs are not considered hazardous waste, but it is still important to dispose of them properly. To prevent mercury from being released into the environment, be sure to handle CFLs carefully. If a CFL



breaks in your home, open a window to allow vapors to disperse and carefully sweep up any fragments (don't handle with bare hands). Wipe the area with a paper towel to remove any glass fragments. DO NOT

VACUUM! Instead, place the pieces in a plastic bag, seal, and dispose of the same way you would batteries, motor oil, or any other household hazardous waste (HHW). Burnt-out CFLs should also be brought to a HHW site for proper disposal.

The Norwich Transfer Station located on Rogers Road will accept CFLs. Please call 823-3796 for more information. For additional information on CFLs, visit the U.S. EPA web site [www.epa.gov/mercury/](http://www.epa.gov/mercury/) or [www.Earth911.org](http://www.Earth911.org).

Source: [www.epa.gov/mercury/](http://www.epa.gov/mercury/)

## 'Cool' Norwich?

Santa Barbara is cool. So are San Diego, Key West, Miami Beach, and Salt Lake City. How about Norwich?

All over America, communities are taking action to help solve global warming. From hybrid vehicles in Charlotte, to green buildings in Austin, and homes powered with renewable energy in Seattle, local governments are taking action with innovative energy solutions that curb global warming, save taxpayer dollars, and create healthier cities.

In the upcoming weeks, representatives from the Norwich Area Global Warming Action Group (NAGWAG) and Norwich Public Utilities will be presenting an overview to the newly elected city council on how Norwich can become a Cool City.

Home to Connecticut's second largest alternative fuel vehicle fleet and owner/operator of three hydro generation units, Norwich has already made great strides towards reducing its own greenhouse gas emissions. Renewable energy projects and energy efficiency programs support the effort. Becoming a Cool City expands that commitment and challenges the city and its residents to find more ways to reduce energy use and fight global warming.

The first step to becoming a Cool City involves signing the U.S. Mayor's Climate Protection Agreement (USCPA). Initiated and led by Seattle Mayor Greg Nickels, the USCPA is a pledge by mayors to reduce global warming pollution in their cities by 7% below 1990 levels by the year 2012. Today, 943 cities have signed on, including 14 in Connecticut. Will Norwich be next?

For more information on helping Norwich become a Cool City, contact Norwich Public Utilities at [communitymatters@npumail.com](mailto:communitymatters@npumail.com) You can also link to the Cool Cities website from [www.norwichpublicutilities.com](http://www.norwichpublicutilities.com)

Landscaping isn't just a way to make your property attractive — it can also lower your heating and cooling costs. With proper planning, spring landscaping projects will give you the added benefit of saving money!

During the hot summer months, the heat generated from the sun's light streaming through windows can increase the amount of air conditioning you use. This increases the amount of energy used and, therefore, increases your costs to cool your home or office. Using trees to shade your property is a simple and attractive way to reduce the added heat generated from the sun, and keep the temperature cooler.

Source: U.S. Department of Energy: A consumer's



# New community information center to showcase Norwich

What better way to promote the renaissance of downtown Norwich than through the creation of Norwich's own Community Information Center? The idea of a central location for showcasing the city came from Rose City Renaissance (RCR), the non-profit downtown revitalization organization for Norwich.

The focal point of the new center will be its Information Kiosk. Custom designed for RCR by Board Member Gordon Kyle,

plans for the kiosk were awarded the Preservation of Place grant by the Connecticut Main Street Program. The



kiosk will include multiple panels displaying current information about Norwich's heritage, diversity, arts,

tourism, city government, businesses and development.

Expected to open in late spring of 2008, the Community Information Center will be located across from Otis Library at 2-6 Cliff Street in Downtown Norwich. Rose City

Renaissance will also be moving its headquarters there in an effort to provide broader support to downtown.

"We felt that with another location, we would do more to help promote the many important organizations in town. We're also excited about making graphic display areas available to them on a rotating basis" said RCR Executive Director, Rick Kramer.

Other ideas for the Information Center already under discussion include using the space for selling Norwich-made crafts and products; as a location for a "wireless" drop-in center; and as a branch location for an area coffee shop.

For additional information, including how to get your organization included within the kiosk, please contact Rick Kramer, Executive Director, at 860 887-3289 or rbryankramer@msn.com.

scape  
energy  
efficiency!

Using trees to shade effectively requires a little strategy. It's important to choose the right tree that will block the summer's solar heat, but allow warmth in during the winter. Deciduous trees — trees that shed their leaves in the winter — are the best choice.

Generally, a 6- to 8-foot tree will start to shade windows in the first year. The location of the plant is also important. Make sure it is in a spot where you'll get the most benefit all year round.

To learn more about using trees and plants to shade your property, click on the Department of Energy's link on NPU's web site, [www.norwichpublicutilities.com](http://www.norwichpublicutilities.com). Your local greenhouse can also recommend the best trees and plants for your needs.

s guide to energy efficiency and renewable energy.

## Update: Clean Rivers, Clean Harbor, Sound Norwich

Five months ago, Norwich Public Utilities presented plans to the citizens of Norwich regarding proposed improvements to Norwich's Sewage Treatment Plant. The project named "Clean Rivers, Clean Harbor, Sound Norwich," will upgrade the plant's aging infrastructure, reduce treatment plant odors, and improve the quality of local waterways.

Recognizing the burden that the project's \$100+ million price tag will place on the city, Norwich leadership is aggressively seeking outside sources of funding. Most recently Mayor Ben Lathrop, City Manager Alan Bergren, NPU General Manager John Bilda, and Utilities Commission Chairman James Sullivan traveled to Washington DC to meet with local congressional leaders about federal funding.

"The Norwich Sewage Treatment Plant is central to the environment, health and

economic vitality of the entire region," declared Chairman Sullivan. "An upgrade of this size cannot be handled solely by Norwich taxpayers and rate payers. Given the financial implications in this situation, it's critical to meet with federal officials to ask for the necessary assistance. Our face-to-face discussions with Representative Courtney and Senators Dodd and Lieberman were fruitful."

Although the Sound Norwich project will take 10 years to complete, the first piece of equipment to be upgraded within the next 12 months is the digester. Like the human stomach, the digester breaks down solids and produces methane gas. NPU will use the methane gas as a renewable energy source to power the plant.

For more information, visit [www.norwichpublicutilities.com](http://www.norwichpublicutilities.com) or watch for additional information in future editions of *Community Matters*.

# Communitycalendar

NORWICH PUBLIC UTILITIES

MAR/APR 2008

## 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—Swing-Dance Sunday

### Norwich Social Dance Club

Sundays from 7-10 pm \$7 pp, Swing, East & West. Lessons 6-7 pm \$10 pp. No partners needed. Wauregan Ballroom, 25 Broadway. Visit [www.NorwichSDC.org](http://www.NorwichSDC.org) or call 860-237-5457 for information.

## Ongoing—1st Thursday of each month

### Taftville Lions Pasta Supper

ALL YOU CAN EAT Pasta Supper held on the FIRST Thursday of EVERY month at the Knights of Columbus Hall in Taftville from 4:30-6:30 pm. \$5 per person. Take out available. All profits benefit various Lions Charities and local Taftville projects. Call 889-8300 for more information.

## February 24 – April 3, 2008

### 65th Annual Connecticut Artists Juried Exhibition

Paintings, sculpture, photography, print and mixed media. Slater Memorial Museum, 108 Crescent St. Call 887-2506 for more information.

## March 5 - April 15, 2008

### Glimmerglass

Will be performed at the Spirit of Broadway Theater, 24 Chestnut St. Call the box office at 886-2378 for tickets or information.

## April 3, 2008

### Opening Day for the Connecticut Defenders

Take in a baseball game with CT's Hometown Team, The Connecticut Defenders, the Class Double A affiliate of the San Francisco Giants. Best of luck this season. Call 887-7962 for more information.

## April 4, 2008

### Norwich Semi Septcentennial Wine Debut

Be one of the first to sample this limited edition wine in celebration of the city's 350th Anniversary. Free admission with complimentary bites from Norwich restaurants held at the Spirit of Broadway Theater from 5:30-7:30 p.m. Call 639-7527 for more information.

## April 9

### "Walking on Sunshine" Fashion Show

6-9 p.m. Holiday Inn, Norwich to benefit "The Sunshine Kids" Foundation. See displays from local organizations and watch local business and community leaders model the latest fashions. All for the benefit of kids with cancer. Call 886-1000, ext. 201 for more information.

## April 13 – May 1, 2008

### Saturday Morning Art Classes | 14th Annual Exhibition

Held at Slater Memorial Museum, 108 Crescent St. Call 887-2506 for more information.

## April 25-27 2008

### Friends of Otis Library April Book Sale

We are seeking donations of gently used books of all kinds — paper- and hard-cover, fiction, mysteries, non-fiction, children's books, etc. No texts or magazines, please! Please bring your donations to the circulation desk.

## April 26, 2008

### Vietnam Veteran's Day Ceremony

Held at Chelsea Parade from 1:00-2:30 p.m. Call Daniel Carr at Norwich Vet Center for more information at 887-1755.

## April 26, 2008

### Touch A Truck Day

Have some family fun! Large trucks, tractors, and backhoes will be on display along with activities for young children and their families. The Children First Norwich/School Readiness Council Collaborative is sponsoring this event from 10 a.m. - 2:00 p.m. at Three Rivers Community College, Mohegan Campus, 7 Mahan Drive. Suggested donation per Family is \$5.00. Call Sherry Filiatreault at 860-823-3782 for more information.

## April 30 - June 8, 2008

### "The Last Session"

Will be performed at the Spirit of Broadway Theater, 24 Chestnut St. Call the box office at 886-2378 for tickets or information.

## May 2, 2008

### World Youth Celebration "Street Arts Festival"

Come celebrate the rich diversity of Norwich. Draw your masterpiece on Main Street (between Washington and Market Streets) from 6:00 p.m. – 9:00 p.m.

Performances by the youth of Norwich include poetry, dance, music from around the world and Tai Chi and fencing demonstrations. Local eateries will be open. Sponsored by Norwich Anti-Bullying Coalition, Rose City Renaissance, Norwich NAACP, Mayor Ben Lathrop and the citizens of Norwich. Contact Debbie Kievits at Bully-Busters 859-9136 for more information.

## May 3, 2008

### Greeneville in May

Join the block party to celebrate the birthday of William Greene from 10:00 a.m. - 3:00 p.m. between Central Avenue, Prospect Street, Sixth Street and Seventh Street. Local community groups, food and music. Sponsored by NRZ. For more information call 889-1974.

## May 9 – May 25, 2008

### Norwich Art School | 18th Annual Exhibition

Featuring a variety of mediums. Held at Slater Memorial Museum, 108 Crescent St. Call 887-2506 for more information.

## May 10, 2008

### Norwich Public Utilities Facilities Tour

Come see how we run. This year's tour will be geared for the whole family and includes stops at the Greeneville fishlift and hydro. Call 823-4517 for more information.

## You may be eligible for energy efficiency related tax credits of up to \$500!

If you made your home more energy efficient last year, then you may be eligible for a consumer tax credit up to \$500!

You have until April 15, 2008 to claim credits for home improvements completed ("placed in service") between January 1, 2006\* and December 31, 2007. Improvements include Energy Star-rated insulation, replacement windows and doors, water heaters, and certain high-efficiency heating and cooling equipment.

Tax credits are also available if you purchased a hybrid or alternative-fuel vehicle.

For more details about eligible products and specifications, or to download IRS tax credit forms, please visit [www.energystar.gov](http://www.energystar.gov) or [www.irs.gov](http://www.irs.gov).

\* But not claimed on 2006 taxes.

## Annual "Number-One Dog" Contest

Win the #1 dog tag from the City of Norwich.

To be eligible, pick up your dog license application or renewal at the Town Clerk's office.

Mail or drop it off your application to the Town Clerk's Office by noon, Friday, May 30th.

Drawing will be held that afternoon. The winner will be contacted as soon as possible.



**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](http://www.norwichpublicutilities.com/communitymatters)

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

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