


Smart Street Lighting Program



Poles that have been shut off will be labeled. If a light is off, but the pole isn't labeled, please report the street light outage to NPU at (860) 887-2555.

The City of Norwich has announced a new plan to reduce excess cost and energy use for street lighting. Beginning in May, at the City's request, employees of Norwich Public Utilities will turn off approximately 20% of the street lights throughout Norwich.

The City has done a lot of research on programs like this across the country. Norwich Public Utilities staff worked closely with the Police Department to see if reducing the number of street lights would be right for our community. This included making safety and security considerations a priority for identifying which lights would be removed.

At first, this program was considered from a financial point of view, but many environmental benefits

were discovered in the process. We believe the benefits — especially to our environment — are greater than any concerns. And our community is not alone in this endeavor. Many communities across the country have already — or are in the process of — instituting light reduction programs as a way to not only trim expenses, but also to cut down on greenhouse gas emissions.

Program Benefits

- The Smart Street Lighting Program will likely reduce the city's greenhouse gas emissions by approximately 300 metric tons each year. This is equal to emissions from 57 passenger vehicles, or the amount of electricity used in about 40 homes annually.

- Approximately \$60,000 will be saved each year in electricity costs.

- The program will reduce light pollution, a growing concern throughout much of the Northeast.

The Smart Street Lighting Plan will take about two months to complete. You will be able to identify targeted lights by a decal placed near the identification number of the street light post. As the program is put in place, Norwich City

police will closely watch any effect on traffic or safety.

Together, we will make our community a better place to live, work and do business. For more information about the Smart Street Lighting Program, visit www.norwichct.org/lights or call the City Manager's office at (860) 823-3750.



Saving More Energy: LED Street Lighting

NPU, in partnership with the City of Norwich, will begin a pilot street light replacement program in May. Street Light replacement will start in the area surrounding city hall and will measure the effectiveness of the proposed use of LED (light-emitting diode) technology.

LED's will reduce kilowatt hours, but not the quality of light. In fact, LED's provide a much better quality light, which lasts longer and costs less to maintain.

The goal of this pilot is to:

- Optimize efficiency by reducing energy expenses
- Achieve sustainable goals by reducing energy use
- Educate and demonstrate efficient energy use as a public outreach effort

Once the area around city hall has been installed and measured for effectiveness, NPU will continue to replace street lights, neighborhood by neighborhood, as funding becomes available.



Good news for commercial & industrial customers: Enhanced Efficiency Incentive Program Continues!

Due to the positive response and high numbers of customers who took advantage of the 2009 Enhanced Efficiency Incentive Program, NPU is extending the 50% enhanced incentive offer to all commercial and industrial customers who participate in our Energy Efficiency programs. This offer is good throughout 2010!

For several years now, NPU has offered a financial incentive for customers who implement approved energy saving measures at their facility. In the past six months, dozens of commercial and industrial customers used their cash incentive to lower the cost of a lighting upgrade. NPU's incentive program provides value for money and contributes to the success of your business.

The cost of doing business is a major challenge in today's economic market. Managing your energy wisely can help save energy in the short term and is an important part of a successful business strategy. You can reduce energy usage and costs, and manage your facility more efficiently, by doing projects with rapid paybacks — such as lighting upgrades. Maximize that value even more by doing



more — combine a lighting upgrade with other major projects.

The Benefits of Lighting Upgrades

Lighting upgrades continue to be the easiest, quickest and least expensive way to lessen your energy load and lower your energy bill. And, if you add to your project by upgrading a heating and cooling system, your energy savings will be even greater.

Extended Terms on 0% Interest Loan Programs Makes It Easier for More Energy Efficient Upgrades

As an added incentive to the 50% rebate on completed lighting projects, NPU has expanded the 0% interest financing program term limit from five (5) years to seven (7). This is designed to help our

customers implement additional upgrades, which may have been previously too costly to undertake. Now, if you qualify for a 0% interest loan with any one of our five local lending partners, you can also consider upgrading your heating and cooling equipment using the seven-year loan term. Another option for businesses that may need alternative financial assistance is the Community Economic Development Fund.

NPU Helps Make Energy Efficiency Good for You and the Environment

NPU's Energy Efficiency goals are to encourage businesses to use less energy and operate more efficiently by installing more efficient technologies. The program allows customers to pay for efficiency improvements from utility savings and shortens the payback period of the loan through interest buy down.

Contact NPU's Energy Services at (860) 823-4514 today to learn how you can take advantage of a 50% incentive on your lighting and other upgrades using our 0% interest loan program.

Efficiency matters
NORWICH PUBLIC UTILITIES

Solar Thermal Systems for Homeowners

The Connecticut Clean Energy Fund (CCFEF) continues to offer homeowners funding assistance for solar-powered, hot-water-heating systems. Space-heating and pool-heating systems are not included in the program. Qualifying

systems must provide between 50% and 80% of a homeowner's annual domestic hot water needs. Contact Energy Services at (860) 823-4514 or visit the state's website at www.ctcleanenergy.com to learn more.





Energy Star® Appliance Rebate Program:

Time is running out to double your rebate!



As of April 30, 2010 the federally funded *Connecticut Recovery Appliance Rebate Program* will be over. Until then, you can get up to \$100 back on the purchase of an Energy Star®-qualifying washing machine, freezer, refrigerator or room air conditioner. And, NPU customers are eligible for an **additional \$60 rebate for those same appliances!**

The savings don't stop there.

Energy-Star® appliances continue to save money over their lifetime by using less energy than required by current federal standards. This is money that you will save every month — for the next 10 to 20 years, depending on the appliance! Not planning to purchase a qualifying appliance by April 30th? Don't worry, NPU's Appliance Rebate Program will continue throughout 2010. For more information, or to download a rebate form, visit www.norwichpublicutilities.com.

Simplify Your Life With AutoPay!

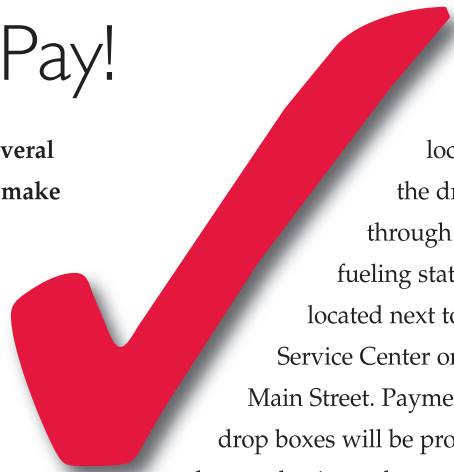
Sign up for *AutoPay*, NPU's automatic payment service, and you'll never have to worry about making another utility payment.

Each month, the "amount due" shown on your utility statement will be automatically deducted from your bank account or credit card account. And, enrollment is easy — just download the form off our website at www.norwichpublicutilities.com.

Don't have access to the Internet? No problem! Just call us at (860) 887-2555 and we'll send you a form. Or, you can stop in at our Service Center at 173 North Main Street and sign up on the spot.

Along with *AutoPay*, NPU offers several convenient bill-payment options to make your life easier:

- **Online Bill Pay** – at www.norwichpublicutilities.com
- **Pay by Phone** – by calling (860) 887-2555
- **Pay by Mail** – mail your payment to NPU, P.O. Box 1087, Norwich, CT 06360. Be sure to include your NPU account number on the check or money order.
- **Pay in Person** – at the Customer Service Center, 173 N. Main Street, Norwich (open M-F, 8 a.m. - 5 p.m.). After hours, you can drop your payment in the payment box located at the Service Center. Or, take advantage of the convenient drive-up box



located at the drive-through CNG fueling station located next to the Service Center on North Main Street. Payments left in drop boxes will be processed the next business day.

The following payment agencies will also accept your utility payments:

- Chelsea Groton Savings Bank (all branches)
- Greeneville Drug Store, 213 Central Ave., Norwich
- Norwich Senior Center, Mahan Drive (payment drop off only)

Communitycalendar

NORWICH PUBLIC UTILITIES

SPRING 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 (860)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.

Ongoing

Recycle Used Books and Support Otis Library

Recycling the books you've read or no longer want is a great way to help the environment. The Friends of Otis Library accepts book donations year-round for its annual spring and fall book sales. Your donation benefits our local library located at 261 Main Street in downtown Norwich. For more information, please contact (860) 889-2635.

Ongoing—Second Saturday of each month

Movie Nights at the Donald L. Oat Theater

The Norwich Community Cinema Foundation brings independent, documentary and foreign films to the Norwich area at the Donald L. Oat Theater. Show time starts at 7 p.m. Tickets are \$7.00 and include complimentary popcorn. For more information, please visit www.norwichcinema.org, or contact Sandy Quarto at (860) 886-5969.

April 16, 17 and 18, 2010

The Friends of Otis Library

Semi-Annual Book Sale is scheduled to take place on April 16, 17 and 18. Please donate your gently used books, one bag at a time, to the Circulation Desk. Please, no textbooks, encyclopedias or magazines. For more information, or to view a listing of all the upcoming events at Otis, please visit www.otislibrarynorwich.org/newsletter.html

April 16, 2010

Comedy Night

Playing at the Norwich Arts Council:
7 p.m. Comedian Steve Hofstetter performs live at the Donald L. Oat Theatre. Visit www.norwicharts.org, or call (860) 887-2789 for more information.

May 2, 2010

Annual Luncheon and Auction

To Benefit Martin House and Thames River Family Program.

The 17th Annual Luncheon and Auction to benefit Martin House and Thames River Family Program takes place Sunday, May 2nd at the Mystic Marriott Hotel and Spa on Route 117 in Groton.

Silent Auction from 11:30 a.m. to 12:15 p.m.
Luncheon and Live Auction until 2:00 p.m.

Tickets are \$40 per person and include your choice of Beef, Chicken, Fish or a Vegetarian entrée. Contact Laura Hobart at Thames River Family Program (860) 887-3288 for further information or to reserve your tickets now.

Proceeds from this event will benefit residents of both programs and help us secure affordable housing with support services for men, women, and children as we work to achieve the ultimate goal of ending homelessness in Southeastern Connecticut.

May 7, 2010

Cool Cat Jazz

8 p.m. – 10 p.m.

This energetic five piece New Orleans Dixieland and Swing Jazz band makes their triumphant return to the Donald L. Oat Theater!

Visit www.norwicharts.org, or call (860) 887-2789 for more information.

May 12 - June 13, 2010

Local Theater

Playing at the Spirit of Broadway Theater:
"Asylum: The Strange Case of Mary Lincoln"

Visit www.spiritofbroadway.org or call (860) 886-2378 for details.

May 23, 2010

Chamber Music at Christ Church

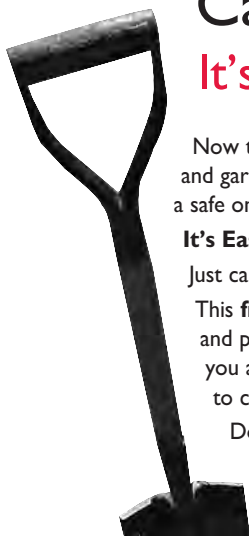
Enjoy the music of the Genesis String Trio. Event is open to the public. For more information, visit www.CCSArts.org

June 5, 2010

Riverfest at Howard T. Brown Park

Enjoy food, music and dragon boat racing. For more information, contact the Greater Norwich Area Chamber of Commerce, (860) 887-1647.

Call Before You Dig: It's a life saver and it's the law!



Now that spring is almost here, it's time drag out the garden tools and get those yards and gardens growing again. But, before you dig into the ground, it's a good idea — and a safe one — to make sure no underground utilities are nearby.

It's Easy — and Free!

Just call "Call Before You Dig" (CBYD) at 1-800-922-4455.

This **free service** arranges for utility technicians to locate and mark any utility wires and pipes that may be underground, including electric, gas, water, phone, or cable. If you are digging with machinery, like a backhoe or excavator, it's not only a good idea to call CBYD — it's the law!

Don't make a costly and dangerous mistake. Call Before You Dig instead! For more information, please visit www.cbyd.com.

Planning to paint your house or replace siding?

Before you put up that ladder, call NPU to arrange for your electric service lines to be wrapped. This **FREE SERVICE** will protect you or your contractor from accidentally touching dangerous power lines attached to your house.

According to the U.S. Consumer Product Safety Commission, on average 40 people are killed every year from ladders coming in contact with power lines. Don't be a statistic! Call us at (860) 887-2555, and please allow at least two business days notice.

Source: Electric Safety Foundation International, www.esfi.org



**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.

Norwich Public Utilities, 173 North Main Street, Norwich CT 06360

Tel: (860) 887-2555 | Fax: (860) 823-4172 | Email: communitymatters@npumail.com