

ACTIVATING UTILITIES

Call NPU at 860.887.2555 to have your electric, gas, water and / or sewer utility accounts activated.

NEW BUSINESS FEES

Norwich Public Utilities has the following base fees for new businesses:

- Security Deposit
- Sewer Capital Connection Fee (when applicable)

SECURITY DEPOSIT REQUIREMENTS

Security Deposit Requirements
NPU requires business customers to pay a security deposit equivalent to three months of estimated usage. NPU staff is happy to assist with these calculations which can be based on a number of factors, including the history of the property, a comparable business in Norwich, or projections of consumption.

SEWER CAPITAL CONNECTION FEE

NPU assesses a Sewer Capital Connection Fee for the establishment of new connections and business activities that will increase the amount of wastewater discharge to the sewer system when compared to past activities. Projects in the Enterprise Zone are eligible for a fee reduction.

Details about this Fee can be found here:
norwichpublicutilities.com

Norwich Public Utilities

Norwich is fortunate to have Norwich Public Utilities (NPU), a municipally-owned utility as a service provider for several utilities. Whether you are new to the Norwich area, or a long-time local area business owner, NPU is here to serve you. NPU is equipped and trained to help you meet your needs for the following services, in many parts of the community:

- Electricity – city-wide
- Public water – most business areas
- Sanitary sewer – most business areas
- Natural gas – most business areas

► ELECTRICITY

Norwich Public Utilities is responsible for building, maintaining and servicing the local distribution system for electricity, including substations, wires and poles. They also buy and manage the power needed for the community by interfacing with transmission companies and power generators.

NPU has a long-standing commitment to renewable energy, with more than 6% of the electricity delivered to our customers coming from our hydro-power facilities.

ELECTRIC RATES | norwichpublicutilities.com

► ENERGY EFFICIENCY PROGRAMS

Recognizing energy efficiency as a solution to managing energy costs, NPU has a comprehensive energy efficiency program that benefits the entire community.

ENERGY EFFICIENCY PROGRAM | norwichpublicutilities.com

► NATURAL GAS

NPU is actively expanding its natural gas infrastructure and offers natural gas to most commercial areas of the city. They have built and maintain the local distribution system, and purchase natural gas from wholesale suppliers. Many customers find it a more convenient choice and it is a cleaner burning source of energy than other fossil fuels. NPU currently manages about half a million feet of gas mains.

NATURAL GAS RATES | norwichpublicutilities.com

► SANITARY SEWER / WASTEWATER

NPU maintains and operates the City's 8.5 million gallon per day wastewater treatment plant and sanitary sewer collection system. The wastewater treatment plant is a vital part of our City's efforts to control pollution and protect our local water sources. For information about connecting your business to the sanitary sewer system contact an NPU project coordinator at 860.887.2555 to ensure the availability of city sewer at your property.

SANITARY SEWER RATES | norwichpublicutilities.com

► WATER

The residents of the City of Norwich receive water from two sources – The Dr. Charles W. Solomon Water Treatment Plant, which draws water from the Deep River Reservoir located in Lebanon and Colchester, and the Stony Brook Treatment Plant and Reservoir located in Montville. Additionally, there are two developable water supplies located in Norwich: the Fairview and Bog Meadow Reservoirs. Each year, NPU's treatment facilities provide approximately 1.6 billion gallons of clean drinking water, or about 4.5 million gallons per day.

For information about connecting to the city water supply, contact an NPU Project Coordinator at 860.887.2555 to ensure the availability of city water at your property.

WATER RATES | norwichpublicutilities.com

Other Utilities

► OTHER UTILITY PROVIDERS INCLUDE:

- Frontier – land-line communications and data transmission via DSL | frontierct.com
- Comcast – land-line communications and data transmission via cable | comcast.com

PRO TIP

Meet with utility providers early to make sure that you understand what information they need to help you with your project.

FATS, OILS, AND GREASE (FOG)

Food service businesses have to be prepared to address FOG, i.e., fats, oils and grease that are disposed of down a drain cause considerable damage to the city's sewer collection system and result in operational problems and added costs for the wastewater treatment facility.

The Connecticut Department of Energy and Environmental Protection (CT DEEP) instituted a General Permit for restaurants and other businesses that prepare food to reduce problems caused by FOG discharge.

Under the requirements of the permit, FOG-management equipment must be installed at all qualifying establishments. The equipment is designed to collect FOG until properly disposed of at approved disposal facilities.

For more information on FOG management and the General Permit

- Norwich Public Utilities | 860.887.2555
- Uncas Health District | 860.823.1189
- CT DEEP Bureau of Water Management | 860.424.3755

NPU

