

Distribution Check Up

Testimonial

Several issues prompted Norwich Public Utilities (NPU) in Connecticut to seek a holistic review of its operations. First, the staff recognized that the physical infrastructure is aging. They needed to look at their infrastructure vulnerabilities and design a plan to address them. In addition, the workforce is aging, with many NPU employees having served for a long time. As these employees leave the utility, they may take with them a great amount of institutional knowledge. It is important for the staff to capture and retain that knowledge for future use. Finally, Tropical Storm Irene of 2011 taught NPU a great deal about its operational capacity. Although the staff performed tremendously well responding to and recovering from this event, senior officials felt that it was important to have a third party look at the operations and benchmark their success. Participating in the on-site meetings with Walter McGrath of Hometown Connections were NPU's General Manager, Operations Manager/Assistant General Manager, Electric Line Foreman, and Control Room Foreman.

"Walter McGrath has direct knowledge and experience in operating a system like ours. We were very comfortable with him, and we were confident that he would provide an honest assessment. We are constantly seeking ways to improve our system. We appreciate the recommendations from Hometown Connections, and we will implement many of them to improve our service to our customers. We are using the Distribution Check Up as a stepping stone to secure a Reliable Public Power Provider (RP3) designation from the American Public Power Association (APPA). Hometown's recommendations will help us achieve this goal."



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