



# City of Norway

August 2019

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Phone: 906-563-9961 Fax: 906-563-7502 Norwaymi.gov

*Mayor Candy Brew Council Members: Lee Meneghini, Scott Popp, Bret Kraemer, & Jeremy Oja*

## Notice - City of Norway Utility Customers

Over the past couple of weeks some of our utility customers have been inconvenienced with interruptions in service or in some cases service outages. The city would first like to thank everyone for your patience as we have been working through some of these issues to correct the problems. We try very hard to provide the best service for our customers and appreciate your patience and feedback as we move forward. As part of our commitment to excellence and customer support, we want to give you feedback and information regarding the specific issues that we've experienced over the past couple of weeks:

Water Customers – Last week we had a leak on the 12 inch water main direct from the well house. In order to fix the leak, the entire system had to be shut down. As part of our licensing requirements from the MDEQ we had to chlorinate our water supply for a period of one week. On July 31<sup>st</sup> we were able to discontinue chlorination. If you still experience any chlorine taste or smell then there must be residual traces in your pipes or water tanks. This should dissipate over time. Water is safe to drink!



Phone Customers – In order to provide Voip service the city has a contract with Packerland Broadband (Astera) who manages the technical service. They in turn contract with an outside service provider to get phone signals in and out of the community. A few weeks ago the decision was made by Packerland to switch providers for various reasons. During the transition or "cut over" to the new provider a number of our customers experienced interruptions in service. It has taken some effort to work through those issues and hopefully all has been corrected. The city hall's phone system (auto attendant) was also affected by this switch and again we believe that the issues have been corrected.



Television Customers – The video issues that we've been experiencing over the past few weeks are originating in the signal that we receive from our providers. We have been working very hard over this time to get our providers to fix their issues.

Electrical Power Outage – On July 27<sup>th</sup> we experienced a fault in the south loop of our electrical grid which actually caused the hydro to go off line. We are still not sure what caused the fault but it took our electrical crew a significant amount of time to work through the system to clear the fault.



*If you were affected by any of these issues we again want to let you know that we appreciate your patience.*

### CITY OF NORWAY Residential Sewer Credit Application

June, July & August 2019

Date: \_\_\_\_\_

Name: \_\_\_\_\_

*Name on Utility Account*

Address \_\_\_\_\_

*Physical Address*

Credit is effective June 1, 2019 and goes thru August 31, 2019. This credit is based on your average consumption for the months of September thru May. Water charges will remain as charged on your city utility bill.



### Norway Area Compost Site

The site is currently open on a 24/7 basis for the benefit and convenience of our Norway City and Township Residents, provided the following rules are followed:

- Follow Signs and deposit in designated areas
- Grass Clippings and Leaves (NO BAGS!!)
- Brush must be under 2 inch diameter (NO Stumps)
- Residents only

#### Unapproved uses include the following:

- No Contractors (residential only- *this includes contractors hired by residents to remove trees and brush*).
- No Construction Material or household trash
- No Brush over 4 inches in diameter, stumps, full trees, trash, and bags.





## 2018 ANNUAL CUSTOMER SUMMARY

### Energy Waste Reduction (EWR) Report – (MPSC Case Number U-18308)

In 2018, The City of Norway participated in Efficiency UNITED, the statewide energy efficiency effort helping homeowners, renters and business owners with technical and financial assistance to save energy in their homes and businesses. This participation was to comply with Michigan Public Act 295, known as the Clean, Renewable and Efficient Energy Act, with amendments in 2016 by Public Act 342.

Efficiency UNITED’s plan administrator is Michigan Community Action (MCA). MCA selected CLEAResult, a national provider of energy efficiency services, to serve as its primary contractor charged with implementing Efficiency United’s energy efficiency programs.

We pay for participation in Efficiency UNITED through a surcharge applied to your monthly electric bill. The surcharge during 2018 was \$.00248 per kilowatt-hour (kWh), or about \$1.53 per month for our average residential customer.

In 2018, Efficiency UNITED spent \$35,993 on Energy Waste Reduction programs and services for our community, helping nearly 1,100 customers save 390,905 kWh of electricity per year.

### 2018 Energy Waste Reduction Program Results By Customer Class

Customer Programs	EWR Credits Generated		EWR Expenditures	
	2018 Goal (kWh)	2018 Actual Savings (kWh)	2018 Budget (\$)	2018 Actual (\$)
Income Qualified	6,475	7,951	4,211	5,040
Residential	143,385	207,545	19,275	16,615
C&I (Business)	104,140	175,409	12,797	14,338
<b>Total, All Classes</b>	<b>254,000</b>	<b>390,905</b>	<b>36,283</b>	<b>35,993</b>

To learn more about Efficiency UNITED’s programs and rebates for your home or business, please visit [www.encyciencyunited.com](http://www.encyciencyunited.com).

(need to show ID) **Scrap Tire Grant** (bring tax receipt)  
 City of Norway residents can drop off loose passenger tires at the Dickinson County Baler. Grant will run through December 1st or until the grant funds are depleted. For more information visit [norwaymi.gov](http://norwaymi.gov) "Norway News"



### Strawberry Lake Walking Trail

#### Reminder of Construction

Work continues on the trail. The construction area is signed as closed. Anyone using the park, please stay clear of the contractors so that you and they can safely do their work. The project is scheduled to be completed by the end of August.



### Music In The Park

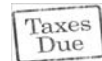
Thursday evenings beginning at 7pm

\* August 8 Flagship Romance

\* August 15 Norton and Chartier and Company

Check out our NEW Webpage Design  
[Norwaymi.gov](http://Norwaymi.gov)

### Summer



August 15th

Tour de Dickinson  
August 17th  
NEW LOCATION  
Lake Antoine Park



[Tourededickinson.com](http://Tourededickinson.com)

**Dickinson County Fair**  
August 29th–September 2nd



City of Norway Offices  
and all Departments  
will be Closed  
Monday,  
September 2nd

