

CL&amp;P



&amp; You



**Connecticut  
Light & Power**

The Northeast Utilities System

important information for our valued customers

## Superior Customer Service

Every year, our customer service representatives and automated systems respond to approximately three million calls and handle 14 million transactions for nearly 1.2 million customers. It's one of the most important and, quite frankly, demanding jobs in our company.

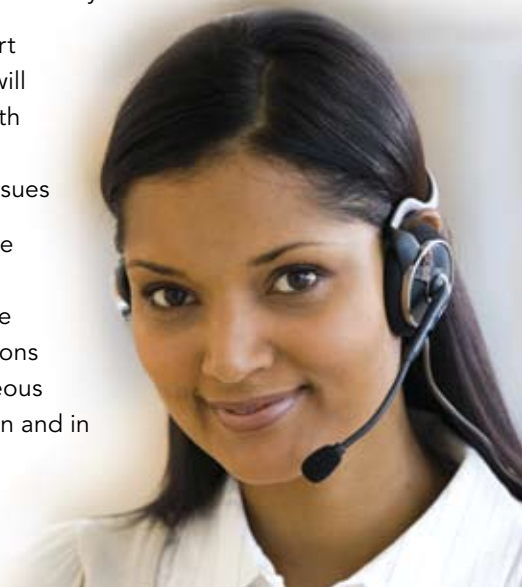
Customers are the heart of our business. You expect outstanding service from us, but things don't always go according to plan. When that happens, we believe it's what we do about it that matters most.

Right now, we are doing everything in our power to ensure that we have a sharper focus on providing excellent customer service. We are:

- ▶ Creating a customer care team to specifically address complex issues in a timelier manner
- ▶ Committing to resolve your issue within five business days or referring your meter for testing
- ▶ Opening a walk-in office in central Connecticut so you can discuss your bill or concerns with us face-to-face
- ▶ Bringing in an independent, third-party expert to compare our practices with the best of the best in the industry
- ▶ Installing a new, state-of-the-art customer service system that will provide our representatives with greater capability to assist in analyzing and resolving your issues

These new initiatives, as well as the procedures already in place, will assure that our bills are as accurate as possible and that your interactions with us will be appropriate, courteous and professional on every occasion and in every situation.

continued ▶



### Try e-billing

Every month, more than 63,000 CL&P customers pay their bills online. Join the trend. It's convenient, secure and simple. Register today at [www.cl-p.com](http://www.cl-p.com). If you wish, you can also receive and pay other bills, too, through our partnership with CheckFree. No paper. No checks. No stamps. No worries. Give e-billing a try. Visit [www.cl-p.com](http://www.cl-p.com) today.

**CT Money Conference  
For Women**

Saturday,  
November 3, 2007  
Crowne Plaza, Cromwell  
8:00 a.m. – 1:30 p.m.  
This FREE one-day  
conference can help you  
master your finances.  
Brought to you by the  
YWCA of the Hartford  
Region and the Office  
of State Treasurer  
Denise L. Nappier,  
this conference  
features renowned  
talk show host Dee  
Lee, workshops, one-  
on-one counseling,  
resource materials  
and complimentary  
refreshments.  
Pre-register by calling  
the YWCA at  
860.525.1163 Ext. 450  
or visiting  
[www.ctmoneyconference  
forwomen.com](http://www.ctmoneyconference<br/>forwomen.com).

**SAFETY FIRST**

Stay away from  
downed power lines.  
Treat all downed or  
hanging wires as if they  
are "live" – energized  
– and do not go near  
them. Just because  
wires may have been  
knocked around does  
not mean they're  
"dead." Call 911 to  
report any downed,  
hanging or burning  
wires.

**Thinking about winter energy costs?  
CL&P is ready to help.**

Our Weatherization Residential Assistance Partnership (WRAP) helps income-eligible customers (renters or owners) lower their electricity bills by making their homes more energy efficient. To find out if you qualify for WRAP services, please call 800.388.9727 or visit [www.cl-p.com](http://www.cl-p.com). Qualified customers can make an appointment for a free, in-home visit by an energy specialist who will:

- Check and seal drafty windows and doors
- Provide you with compact fluorescent bulbs and energy-efficient table lamps and shower heads
- Check (and sometimes replace) older, inefficient refrigerators
- Check your heating system and insulation
- Provide you with plenty of cost-savings tips



**Who Knew?**

If every American home replaced just one lightbulb with an ENERGY STAR®-qualified bulb, we would save enough energy to light more than three million homes for a year and prevent greenhouse gases equivalent to the emissions of more than 800,000 cars. On October 25, join CL&P and the Connecticut Energy Efficiency Fund in celebrating Change a Light, Change the World month at the Stepping Stones Museum for Children in Norwalk. From 4-8 p.m., all museum visitors can get in free and learn how to develop an energy-saving lifestyle.



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Receive and pay your CL&P bill online, anytime at [www.cl-p.com](http://www.cl-p.com).  
Question about your CL&P bill? Call us at 1.800.286.2000  
(860.947.2000 in Hartford/Meriden).