

CL&P



& You



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Environmental Harmony

At CL&P, we believe it's our responsibility to conduct all business in a manner that protects the earth and promotes sustainability. For more than 20 years, CL&P and our customers have been saving energy and protecting the environment through a variety of programs.

E-billing

Save a tree and reduce mail clutter at home. CL&P's paperless billing feature provides many options for simplifying your monthly bill. Every month, more than 75,000 CL&P customers pay their bills online. It's convenient, secure and simple to use. Go to www.cl-p.com for more information.

Energy Efficiency

CL&P offers many innovative and award-winning, energy-saving programs for residents and businesses with funding through the Connecticut Energy Efficiency Fund. For the latest in energy-efficiency information, call the toll-free hotline at 877.WISE.USE (877.947.3873), or visit www.ctenergyinfo.com or www.cl-p.com.

Environmental Stewardship

Every day, we demonstrate our commitment to protect the environment via our policy of compliance, leadership, accountability and stewardship. We continually monitor our environmental performance and look for new ways to deliver electricity in harmony with the environment. Every CL&P facility has been ISO 14001 Certified. ISO 14001 is an international standard that acts as a guideline for improving environmental performance.

Supporting Clean Energy

CT Clean Energy Options is a program that supports clean, renewable energy produced from natural means such as wind, water and other sources. By selecting a clean energy option from one of the two companies listed below, you are supporting the development of renewable energy. More than 25,000 Connecticut homes are currently enrolled and support clean energy. Visit:

Community Energy Inc.
866.WIND.123
www.newwindenergy.com

Sterling Planet
877.457.2306
www.sterlingplanet.com/state/connecticut





Locally and nationally, the arts mean business, so our employees are proud to support the Greater Hartford Arts Council's United Arts Campaign. Throughout May and June, Northeast Utilities' employees are involved in a number of fund-raising activities for the Arts Council. In 2008, they raised more than \$59,000. These funds help more than 150 arts and heritage organizations serving 34 towns in the Greater Hartford region keep music, dance, theater, photography, puppetry, museums, ethnic festivals, symphony and jazz performances alive and thriving. For more information, visit LetsGoArts.org.

Tree Trimming = Reliable Service

CL&P is scheduled to trim trees across our service territory throughout 2009 to improve reliability. Trees are the leading cause of power outages, and regularly scheduled trimming reduces the number of service interruptions. Before any tree work can be performed on private property, CL&P or our contractors must get permission from property owners. If you are approached for permission, we urge you to allow the tree-trimming work in an effort to reduce tree-related power outages. Through a close working relationship with officials in the towns we serve, CL&P strives to perform all tree-trimming activities in the most environmentally appropriate – and safety-focused – manner at all times.



Earned Income Tax Credit

IRS-trained tax preparers will help you prepare and e-file your tax return at no charge. You can get your tax money in just 8 to 10 days. Preparers will also connect you to other money-saving services, and even help students and their families apply for financial aid for college tuition. Call 2-1-1 to make an appointment during this tax season.

SAFETY FIRST

When landscaping, you should plant tall-growing trees – such as maple, oak, pine or spruce – at least 50 feet away from power lines. This will help ensure that sagging or falling branches will not disrupt electric service. Before you trim trees, inspect the area carefully to make sure that it's clear of wires. And anytime you dig, call 800.922.4455 (Call Before You Dig) to check for underground wiring or cable.

Who Knew?

National research reveals that more than 90 percent of new investments come from companies that are already in our communities. In light of current economic challenges, development professionals across the state are scheduling proactive meetings with businesses to discuss their needs and opportunities. To better organize and analyze information gained at these meetings, these professionals are using a CL&P-sponsored business visitation program called Executive Pulse. This web-based program provides structured interview questions to be asked of businesses, allows for easy referrals between service providers, and enables timely analysis of data and trends to inform local and state policy makers. Since its launch in 2008, 52 communities have enrolled in the E-Pulse program and 236 companies have been visited. For information, contact John O'Toole, business development manager at CL&P, at 860.665.5140.



**Connecticut
Light & Power**

The Northeast Utilities System

Receive and pay your CL&P bill online, anytime at www.cl-p.com.
Question about your CL&P bill? Call us at 800.286.2000
(860.947.2000 in Hartford/Meriden).

Energy for a Changing World™

© 2009 Northeast Utilities Service Company
This insert is paid for by CL&P customers and NU shareholders. CD0309