

CL&amp;P



&amp; 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 65,300 CL&P customers pay their bills online. It's convenient, secure and simple to use. Go to [www.cl-p.com](http://www.cl-p.com) for more information.

### Energy efficiency

At CL&P, we partner with the Connecticut Energy Efficiency Fund to offer dozens of innovative and award-winning energy conservation programs for residents and businesses. For the latest in energy-efficiency information, call the toll-free hotline at 877.WISE.USE (877.947.3873), or visit [www.ctenergyinfo.com](http://www.ctenergyinfo.com) or [www.cl-p.com](http://www.cl-p.com).

### Environmental stewardship

Every day at CL&P, 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.

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### 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 14,000 Connecticut homes are currently enrolled and support clean energy. Visit:

Community Energy Inc.  
866.WIND.123  
[www.newwindenergy.com](http://www.newwindenergy.com)

Sterling Planet  
877.457.2306  
[www.sterlingplanet.com](http://www.sterlingplanet.com)





CL&P is proud to support the Women's Business Development Center. The WBDC provides small business training, technical assistance and professional development services throughout Connecticut to help women become economically self-sufficient through entrepreneurship. With CL&P's help, WBDC recently opened offices in Waterbury and Shelton serving the Naugatuck Valley. To learn more about WBDC programs and services, see [www.ctwbdc.org](http://www.ctwbdc.org).

## Tree trimming = reliable service

CL&P is scheduled to trim trees across our service territory throughout 2008 to improve reliability. Trees are one of the leading causes 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.

## Where Your Dollar Goes\*

**Energy \$ense** – Your electricity charges are made up of several components. Nearly 78 cents of every dollar CL&P collects is passed straight through to electric generators and to federal and state regulatory agencies.

### Generation:

Electricity comes from generating plants that deliver power to the grid. CL&P does not own any generating plants, so this pays for the electricity we must buy at market rates for our customers' use.

### Public Benefit:

This pays for restructuring-related costs and charges mandated by the state of Connecticut for programs that enhance the quality of life for all of us, such as investments in energy efficiency and renewable energy.



### Delivery:

This pays for everything (poles, wires, etc.) and everyone (customer service, lineworkers, etc.) delivering electricity to homes and businesses.

### Federally Mandated Congestion Charges:

With Federally Mandated Congestion Charges (FMCCs), a major portion of these federal costs are for Reliability Must Run contracts. These contracts compensate generators to maintain plants needed for reliability, which are not economic to run.

\* Based on average CL&P rates as of Feb 1, 2008.

## 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 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?

In 2007, more than 300 participants took advantage of the Community Builders Institute. CL&P is a primary sponsor and organizer of this professional development program, which teaches land use and economic development to municipal staff and volunteer land-use commissioners statewide. The 2008 program will cover planning for development, energy and environmental issues, tax credits, responsible growth, marketing, growing a business, infrastructure needs, the corporate site selection process, and how to compete for government money. To register, visit [www.cedas.org](http://www.cedas.org).



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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 800.286.2000 (860.947.2000 in the Hartford and Meriden calling areas).