

CL&P



& You



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Award-winning Programs

Customer Care Center Open

For those customers who need personal contact, a new walk-in office is open on our Berlin campus at 107 Selden Street. The Customer Care Center is open Monday through Friday from 8 a.m. to 4:30 p.m. Customer service representatives are available to discuss bills and other service issues.

Turn on your TV or radio, open the newspaper, or log onto any news Web site and you'll find a story about energy and why we should be concerned about how we're using it. These are real concerns and CL&P has real solutions in place that are making a difference.

Together with the Connecticut Energy Efficiency Fund, we have innovative, award-winning programs that use incentives, rebates, education and technical expertise that let Connecticut's citizens make energy-efficient choices for their homes and businesses.

Through our commercial and industrial programs, financial incentives are used to offset the higher cost of energy-efficient equipment and technology. New buildings are being designed with efficient lighting, occupancy sensors and daylight dimming controls. When businesses need to replace existing heating and cooling systems, they can choose to replace them with cost-effective equipment that leaves a smaller energy footprint. Schools and municipal buildings are benefiting from our programs too – and that means your tax dollars can stretch further.

Building a new home? Need to replace your central air conditioning? One of your first steps should be visiting www.cl-p.com. Click on Energy Efficiency at Home and find out how you can take advantage of our expertise and participate in a Connecticut Energy Efficiency Fund program.

For more information, visit www.cl-p.com, www.CTEnergyInfo.com, or call 877.WISE.USE.



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Continuing our commitment to Goodspeed Musicals and educational programming, CL&P is proud to sponsor Big River. The musical will run from Sept. 26 – Nov. 30, 2008 at the Goodspeed Opera House in East Haddam, and is based on *The Adventures of Huckleberry Finn*, which was written by Mark Twain when he lived in Hartford. Celebrating its 45th year in 2008, Goodspeed Musicals will collaborate with the Mark Twain House and Museum on many educational initiatives that will support this great musical. For more information, see www.goodspeed.org or call 860.873.8668.

Improving electric reliability and environmental harmony

The Long Island Replacement Cable project is an 11-mile replacement cable between Connecticut and Long Island. This new electrical cable will improve energy reliability and reduce environmental impacts under Long Island Sound through the use of new, advanced technology.

In 1969, laying the original transmission cable across Long Island Sound was a technological feat. At 11 miles, it was the longest high-voltage undersea cable in the world. Today's project uses innovative technologies to secure the cable underground, protecting Long Island Sound. The newly installed cable will be energized in mid-2008.

To preserve the Sound, CL&P:

- Reviewed maps of shellfish beds to find the best track for the cable and preserve the natural habitat near the line route;
- Removed the existing cable in an environmentally friendly manner, recycling materials whenever possible;
- Installed a new, advanced-design replacement cable in water up to 200 feet deep;
- Used one of the world's most technologically innovative vessels, the "Skagerrak," a Norwegian ship (see photo) that can carry as much as 7,000 tons of cable; and
- Embedded the replacement cable underground for the long-term environmental protection of the Sound.

photo by Frank Poirot



The Nexans Skagerrak is heading back to Norway after installing more than 30 miles of new 138-kV transmission cable between Norwalk, Conn., and Northport, N.Y., in February. The ship and her crew worked around the clock to install, bury and survey three 11-mile cable lengths. The new cables replace seven original cables installed nearly 40 years ago.

New pricing options on the way

Starting July 2008, variable peak pricing will be offered. Under this program, customers receiving service on a time-of-use rate will have the option of obtaining generation service that is priced on a daily basis, during peak hours. In 2009, a summer season rate is scheduled to take effect for customers receiving Standard Service.

SAFETY FIRST

Spring breezes bring out kids and kites, so it's a good time to go over safety tips about kites and power lines. Choose a clear, dry day for kite flying, and keep all kites away from electric power lines. If your kite gets snagged in power lines or in a tree in which lines might be hidden, don't try to free it yourself. Call CL&P at 800.286.2000 (860.947.2000 in Hartford/Meriden).



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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 the Hartford and Meriden calling areas).