

CL&P

& You



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Customer Care

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

Of course, you can also contact CL&P any time, day or night. To report an outage, check account balances, start or stop service, or make a payment, simply call our easy-to-use automated phone system at 800.286.2000 (860.947.2000 in Hartford and Meriden) and follow the prompts.

Utility Days

In April and May, CL&P will hold Utility Days throughout the state. Held in partnership with Statewide Legal Services and hosted by Community Action Agencies, these events help limited- and fixed-income customers find ways to afford and maintain year-round service. Customers can sign up for energy assistance programs and develop a plan to deal with past utility bills and save on future bills. For more information, visit www.cl-p.com.

Try Our Convenient Self-serve Options

It's time to experience the ease, convenience and security of online services. Sign up today to pay your bill online at www.cl-p.com. Pay from your checking or savings account, whatever's easiest for you. You can also log on to check usage or account history, change a phone number – even start, stop or transfer service. Or call 800.286.2000 (860.947.2000 in Hartford and Meriden) to access our interactive voice response system seven days a week to pay bills, obtain billing information and more. Give it a try.



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CL&P is proud to sponsor the Connecticut Invention Convention (CIC), which educates K-8 schoolchildren in how to become creative problem-solvers and critical thinkers through the process of invention. By learning these skills early in their development, more than 10,000 students in 80 towns are better prepared to enter the workforce to work in technology jobs and to apply problem-solving skills in any career. With our support this year, CIC will expand their programs into 25 new schools and communities currently underserved in science and technology. For more information, visit www.ctinventionconvention.org.

Third-Party Notification: An Extra Reminder

If circumstances make it difficult for you or a loved one to keep track of your CL&P account, we offer Third-Party Notification. Customers can name a friend, relative or neighbor to receive a third-party reminder notice from us when their bill is overdue and their electric service is in danger of being shut off. The third party is not responsible for paying the bill. For more information, call 800.286.2000 (860.947.2000 in Hartford and Meriden).

Energy Assistance Deadlines

If you have been protected from shutoff, please remember that Winter Protection ends on May 1, and the deadline for applying for the Matching Payment Program is April 30. If you still need financial assistance this year, please call 211 for your local Operation Fuel agency. If you have a payment arrangement with us, please continue making payments. If you are having difficulty paying your bill, please call us today at 800.286.2828 (860.947.2828 in Hartford and Meriden).



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).

School Vacation Activity

Visit Electrical Safety World in the Safety section of our Web site, www.cl-p.com. You'll find interactive games, checklists, safety tips, lesson plans and fun experiments that are safe for any age.

Who Knew?

The Connecticut Energy Efficiency Fund supports more than 1,500 existing green collar jobs with customer funds and serves as an economic development engine creating private sector businesses to deliver energy-efficiency services. For more information, visit CTEnergyInfo.com.



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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 Hartford/Meriden).

Energy for a Changing World™

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