



Upgrading to a higher level
of Customer Service.

CL&P Customer Information System Upgrade *Coming This Fall*

To better serve our customers, CL&P is scheduled to upgrade its customer information and billing system this fall. When complete, this new system will enable us to continue to provide responsive service to all of our customers with greater flexibility.



**Connecticut
Light & Power**

The Northeast Utilities System





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When the new system is implemented this fall:

- **You will receive a new, 11-digit account number.** If you pay your CL&P bill online through your bank or financial institution and your utility account information is required, please notify them of your new account number so that your payment can be made efficiently.
- **Your bill will be reformatted** on larger 8 1/2" x 11" paper for easier reading. Information will be displayed on both sides of the bill. A bill insert will be included with your first newly reformatted bill detailing the changes that have been made.
- **Our online account services will have new names.** For example, our Monthly Pay electronic payment service will be renamed Recurring Direct Debit. For more information, visit www.cl-p.com/service.
- **During the change-over to the new system, some online services will be temporarily unavailable.** As always, our customer service representatives will be available to answer your call 24 hours a day, 7 days a week.

For up-to-date information about the customer information and billing system upgrade, visit www.cl-p.com/service.