

CL&P



& You



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Energy-Saving Tips

It's easy to reduce your energy use at home. Simple actions like turning out lights in unused rooms, closing curtains or shades on the sunny side of your home, and using the microwave instead of the oven can save you money every month.

Other conservation tips include:

- Use compact fluorescent light bulbs. They use less electricity yet produce just as much light as standard bulbs and last longer.
- Stay cool with a ceiling fan instead of turning on your air conditioner during the summer.
- Purchase ENERGY STAR®-rated appliances and lighting. They use less energy than standard units.
- Dry two or more loads of laundry in a row to take advantage of the heat already produced from the first load.

Possible reasons for a higher-than-normal bill

You may see a change in your electric bill during the summer months. The following energy users can create a bill that's higher than in the winter:

- Air conditioners and fans
- Refrigerators and freezers running longer in warmer weather
- Sump pumps and dehumidifiers running more often on rainy and humid days
- Swimming pool pumps and filters

HomeGuard® Surge Protection

Protect your home from damaging and costly power surges. For a low monthly fee of \$4.95 and a one-time installation fee of \$62, CL&P's HomeGuard® Surge Protection Service is an effective, manufacturer-warranted solution to safeguard your major appliances and electronic equipment and provide you with peace of mind. Call 888.562.0067 to order today or learn more, or visit www.cl-p.com for more information.

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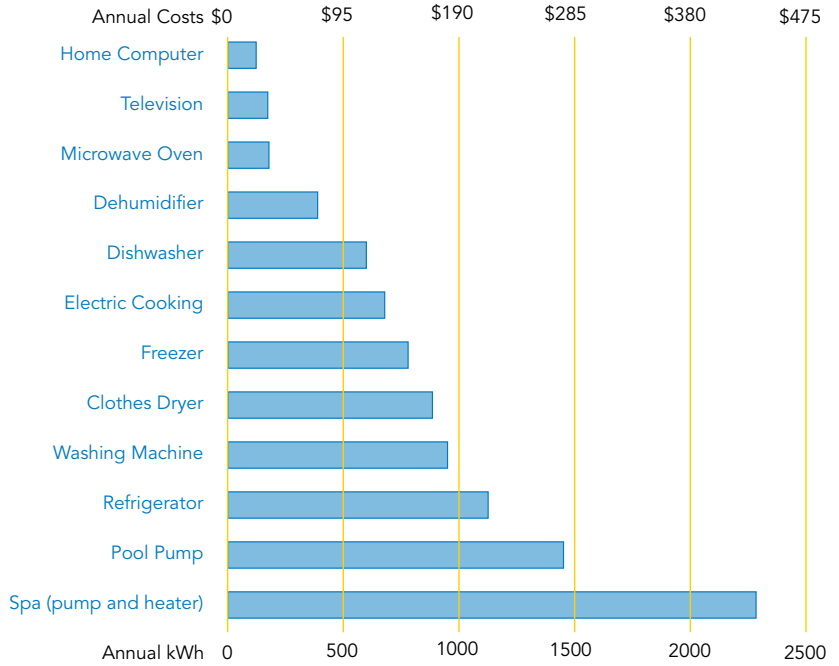




Little Angels of Willimantic collects bikes and trikes in any condition. Donated bikes are repaired, tuned up and given to the homeless, providing them with transportation to get to work, or given to a single parent for trips to the grocery store. Some go to underserved children. CL&P is proud to sponsor this program through a grant and is providing additional support by collecting bikes from employees throughout the state. For more information, please visit www.littleangelsbicycles.com.

How much electricity do appliances use?

This chart shows how much energy a typical appliance uses per year and its corresponding cost, based on an average residential rate of 19.2 cents per kilowatt-hour (kWh). For example, a refrigerator uses about six times the electricity the average TV uses. Annual costs vary among households.



New pricing options available

With the new Variable Peak Pricing program, customers receiving service on a time-of-use rate have the opportunity to purchase service from CL&P under which the peak price for generation service will change daily based on market prices. For more information, contact us at 800.286.2000 (860.947.2000 in Hartford/Meriden), or visit www.cl-p.com/vpp.

SAFETY FIRST

If you're a contractor working outdoors, remember to look up before you move heavy equipment. A spotter helps you stay clear of overhead lines. Keep scaffolding and ladders away from wires, and be aware of hazards when you guide a load. Make sure to "Call Before You Dig" at 800.922.4455.

COMING THIS FALL

As part of CL&P's continuing investment on behalf of its customers, the company is scheduled to upgrade its customer information and billing system this fall. The system installation is a key aspect of Northeast Utilities' multiyear investment to replace old technology and consolidate to two state-of-the-art customer service centers to further enhance customer service and meet changing customer and regulatory requirements. When complete, this new system will enable us to continue providing responsive service to all of our customers with greater flexibility. We will provide you with more details about this system upgrade in the coming months.



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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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