

CS+

Upgrading to a higher level
of Customer Service.

Fast, easy access through online services.

Online services at www.cl-p.com give you fast, easy access to manage your account. As a result of the upgrade to our customer information and billing system, some of our online services now have new names.

- Our Monthly Pay service has been renamed Recurring Direct Debit. This service allows you to automatically deduct your total bill from your bank account each month.
- Our One-Time Pay service has been renamed Single Direct Debit. This service allows you to schedule a single payment up to 30 days in advance.

Visit www.cl-p.com and log in today or call 1-800-286-2000 (860-947-2000 in the Hartford/Meriden calling area) and take advantage of these and other convenient services.



**Connecticut
Light & Power**

The Northeast Utilities System

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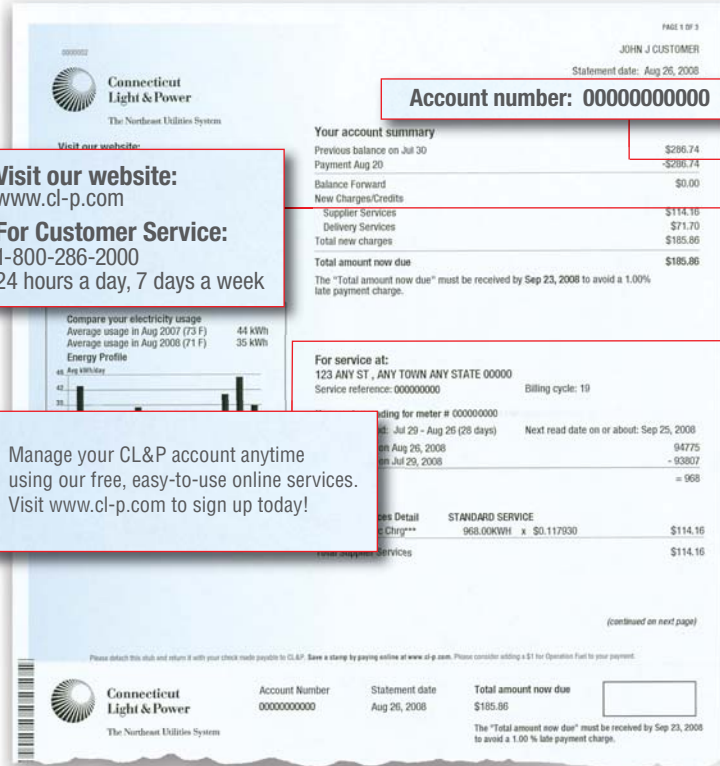
IMPORTANT news about your account.



Upgrading to a higher level of Customer Service.



To better serve our customers, CL&P has upgraded its customer information and billing system.



Visit our website:
www.cl-p.com
For Customer Service:
1-800-286-2000
24 hours a day, 7 days a week

Manage your CL&P account anytime using our free, easy-to-use online services. Visit www.cl-p.com to sign up today!

Your new bill.

- Your new 11-digit account number *
- Key contact information including the customer service number, 1-800-286-2000 (860-947-2000 in the Hartford/Meriden calling area)
- Timely and important messages

Starting with this month's bill, you will notice:

- You have a new 11-digit account number
- Your bill has been reformatted on larger 8 1/2" x 11" paper and printed on both sides
- CL&P's online services have new names

To learn more, visit www.cl-p.com/service or call us at 1-800-286-2000 (860-947-2000 in the Hartford/Meriden calling area).

*** If you pay your bill online through a bank or financial institution and your CL&P account information is required, please notify them of your new 11-digit account number.**



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