

CL&P



& You



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Energy When You Need It

What is reliable energy? It's trusting that the light will turn on when you flip the switch, or that the alarm clock will wake you on time each morning. But reliable energy goes well beyond these everyday conveniences – it is essential to our economy and our way of life, now and in the future.

That's why we're investing in new transmission projects to meet the region's growing energy needs. We continue to achieve recognition as a leader in new transmission construction and operation, creating tangible reliability and cost benefits for customers. And there are more customer benefits to come as we recently energized, ahead of schedule, the Long Island Replacement Cable project – an 11-mile, 138-kilovolt cable system linking Norwalk, Connecticut, and Northport, New York. Also in Connecticut, we are ahead of schedule with the construction of the 69-mile Middletown-Norwalk transmission line and on schedule for the Glenbrook Cables project in Stamford, Connecticut.

The upgraded transmission lines will connect customers to competitive generation throughout the region, possibly lessening the need to run older, less-efficient power plants. This will decrease air emissions – good for the earth, and for all of us.



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.

CL&P is proud to sponsor the Business Women's Forum 26th Annual Conference. CL&P has been a key supporter of this event for more than 20 years. The event, which will be held on September 26 at the Connecticut Convention Center in Hartford, continues to grow and be a resource for women in business or those seeking to expand their career options. For more information, call 203.757.0701 or visit www.2008bwf.com.

Redesigned Web site easier to use

We've redesigned our Web site. It's now easier to use, thanks to extensive customer research.

Highlights of the new site include:

- Separate home pages for residential and business customers
- Easier to use, drop-down navigation for quick access to several new sections: Save Energy and Money, Customer Service and Safety
- Business-specific sections for saving energy and economic development information
- Prominently featured Login and Contact Us
- Quick Links to most-viewed pages



Several other enhancements are planned for the coming months as well, including selected Web pages in Spanish, energy calculators, new applications such as restoration projections and more video.

Please help catch a crook

Attempts to bypass or tamper with electric meters or other utility facilities is not only against the law, but it can result in serious injury, fire, explosions or death. In addition, stolen electricity costs all consumers money. If you suspect someone is stealing electricity, please report it to our confidential (no need to identify yourself) hotline at 800.286.5350.



Who Knew?

Every month, more than 78,000 CL&P customers pay their bills online.

Join the trend. It's convenient, secure and simple. Register today at www.cl-p.com. If you wish, you could also receive and pay other bills, too, through our partnership with CheckFree. No paper. No checks. No stamps. No worries. Give e-billing a try. Visit www.cl-p.com today.