

CL&P



& You



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Electrical Safety

A century ago electricity was considered a luxury. Today, living without it is unthinkable. Electrical energy makes our lives comfortable, safe and provides convenience. We pretty much take it for granted. But we can't forget: electricity is also a powerful force that demands responsible use.

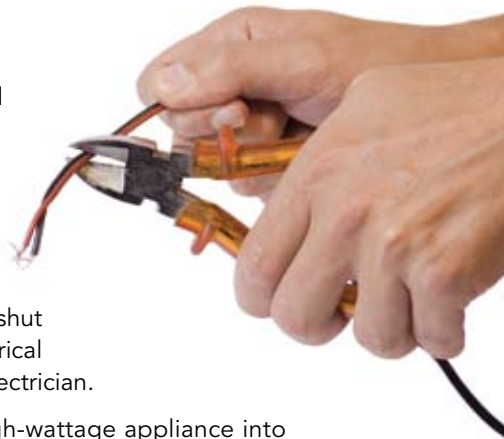
CL&P, along with the U.S. Consumer Product Safety Commission (CPSC), remind consumers to follow safety precautions while keeping their homes warm this winter.

The two hazards of highest concern are fires and carbon monoxide poisoning caused by heating systems, ranges/ovens and water heaters. The CPSC recommends that consumers have a professional inspection of all fuel-burning heating systems.

As temperatures drop, fires involving heating equipment are expected to rise. According to a National Fire Prevention Association report, heating equipment was involved in an estimated 64,100 reported home structure fires and 540 civilian deaths in 2006.

Safety tips:

- Replace or repair loose or frayed cords on all electrical devices.
- Avoid running extension cords across doorways or under carpets. Use extension cords only on a temporary basis.
- If outlets or switches feel warm, shut off the circuit and have the electrical system checked by a licensed electrician.
- Consider plugging only one high-wattage appliance into each receptacle outlet at a time. Don't overload outlets.
- Play it safe with a three-pronged plug. The extra prong that grounds electricity protects your equipment and you.



SAFETY FIRST

Exhaust from a portable generator contains carbon monoxide.

Never use a generator indoors or in enclosed spaces, such as garages, basements or porches.

Always run the generator outdoors as far from the house as possible, and away from doors, windows and air-intake vents. If you buy a generator, you may need a town permit or official inspection for it. Also, make sure a licensed electrician installs it.

Proper installation will prevent a house fire and avoid electricity feeding back into our lines, which endangers the lives of workers making repairs.



For 32 years, Operation Fuel has provided emergency energy assistance to Connecticut residents. CL&P supports that initiative and recently doubled its match to \$200,000. Additionally, we will collaborate with community leaders by discussing energy affordability issues at Operation Fuel's Power Lunch on April 3, 2009. Please support Operation Fuel by adding a dollar or more when paying your CL&P bill, donating directly at www.operationfuel.org or calling 860.243.2345.



Operation Fuel, Inc.

WE'RE ALL PART OF THE OPERATION.

HomeGuard® Surge Protection

Damaging and costly power surges can happen any time of year. Protect your home's contents from power surges with CL&P's HomeGuard® Protection Service. For a low monthly fee of \$4.95 and a one-time installation fee of \$62, HomeGuard 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.

Where Your 18.7¢/kWh Goes

Energy Sense

Here's a breakdown of the 18.7 cents for each kilowatt-hour (kWh) of electricity you use.



4.6¢/kWh* goes to CL&P for delivery of energy



14.1¢/kWh* is passed along to others for the cost of generation, renewable energy programs and FMCC charges

* Reflects CL&P average rates per kilowatt-hour (kWh) as of January 1, 2009

Who Knew?

We helped our customers save over three billion lifetime kilowatt-hours in 2008 through energy-efficiency programs funded through the Connecticut Energy Efficiency Fund. What does that mean for Connecticut? Efficient use of electricity slows down the need to build more power plants and results in fewer toxins emitted into our atmosphere.

In 2008:

- Over 1,100 businesses participated in CL&P's Small Business Energy Advantage program and saved electricity by installing energy-efficient lighting, motors, HVAC systems, and more.
- Over 8,500 limited-income households received free weatherization services through the WRAP program.
- Over 600 ENERGY STAR® Homes were completed. CL&P worked with customers building new homes to help them make smart, energy-efficient choices.



www.CTEnergyInfo.com

Connecticut's Energy Efficiency Fund programs are funded by a charge on customer energy bills. The programs are designed to help customers manage their energy usage and cost.



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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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