



Connecticut Light & Power

A Northeast Utilities Company

Hurricane Sandy Single Service Line Reconnects

November 2, 2012

Due to the significance of this storm, Connecticut Light and Power (CL&P) is offering homeowners free electric service repairs to customer-owned equipment to expedite the restoration of power.

This includes:

- Re-attaching the service entrance cable or meter box
- Replacing the weatherhead and clevis (house knob), as needed

CL&P has contracted with a group of private electricians (approximately 500) to make basic repairs to customer's homes. **This is a courtesy service being provided by CL&P to speed the process of restoring service to customers following the extensive damage the state experienced during this storm.** The electricians are being deployed in advance of when the line crews may arrive in the neighborhood. This will ensure homes are ready to be restored as soon as the distribution wires are repaired on the street.

1. What equipment will the electricians repair?

The electricians will be making the following repairs:

- Re-attaching the service entrance cable
- Re-attaching the meter box
- Replacing the weatherhead and clevis (house knob), as needed

Electricians will **not** be re-attaching the service wire from the pole to the house. For other repairs, or to repair extensive damage, customers will need to contact a licensed electrical contractor.

2. If customers have equipment that needs to be replaced, can the electrician make the repairs?

The electricians are assisting CL&P with re-attaching service entrance cables that are not damaged. If the customer has equipment that needs to be replaced, they will need to contact an electrician to replace the damaged parts of the service structure, for example, a damaged meter box.

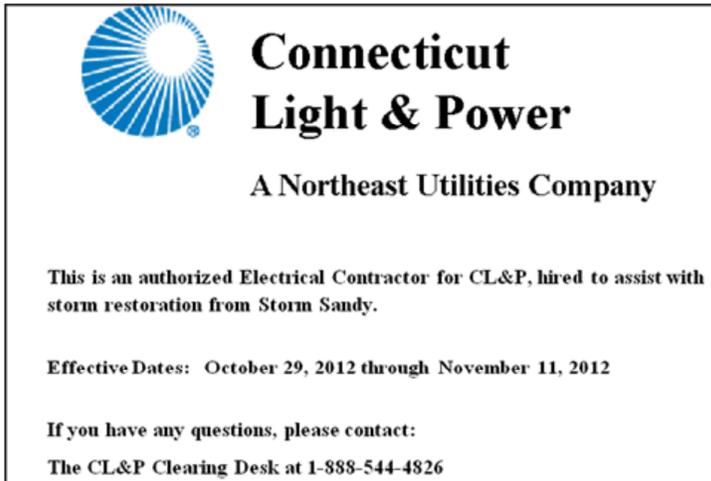
If the damage isn't severe enough to prevent our crew from restoring the service, and the customer wishes to use the electrician that is part of the crew assisting us, the electrician can provide the customer with their business card, so the customer can contact them privately and only after they have been released from working with CL&P. The customer can also hire an electrician of their choosing and they are in no way obligated to use the electrician working on behalf of CL&P.

3. Does a customer need a letter from an electrician stating repairs have been made?

Customers do **not** need to send a letter to CL&P stating the entrance cable has been fixed.

4. Is there a way to identify the electricians who are working for CL&P and are authorized to do the work?

Yes, the sign below will be displayed most likely in the windshield area of the trucks.



5. Should the customer call a contractor to repair damage to equipment attached to their house?

Yes, if repairs are not simple (e.g. damage to service entrance cable or meter box) customers will need to contact a licensed electrical contractor to perform the necessary repairs.

6. What if the customer already paid an electrician to make repairs that CL&P is covering?

If the customer has already paid for an electrician to complete these repairs (e.g. re-attaching the service entrance cable or meter box), they may file a claim for reimbursement with our Claims Department by calling Customer Care at 1-800-286-2000.

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