

We Need Your Consent to Improve Reliability

Effective communication is key to superior customer service. That's why CL&P seeks property owner approval in advance of performing Routine Tree Maintenance.

Please review the enclosed form for details about reliability improvement work proposed on or near your property. Please sign the form, place it back inside the door hanger, and hang it on your door for a CL&P contractor to collect.

Options Available to You

If you have questions about the proposed work, please contact the CL&P contractor listed on the enclosed form. You may also call the CL&P Customer Care Center at 800-286-2000 or the CL&P Business Contact Center at 888-783-6617. Or email us directly at clptree@nu.com.

For trees that hang over the public right-of-way, you may ask for additional consultation:

- If you live on a town road, please contact your local Tree Warden through your town or city hall.
- If you live on a state road, please contact the state Department of Transportation (DOT), Commissioner's Office, 2800 Berlin Turnpike, Newington, CT 06131.

If you do not grant approval, your local tree warden or the DOT will review the proposed work and render a written decision within 10 business days.

Both you and CL&P may further appeal that decision to the state Public Utilities Regulatory Authority (PURA) within 10 business days.

Contact PURA at 10 Franklin Square, New Britain, CT 06051. PURA will hold a mediation session within 30 days of an appeal, or an arbitration hearing within 60 days, to reach a resolution.

You will not be billed for damage to CL&P power lines or equipment caused by trees on your property that fall, regardless of the outcome of an appeal.



Connecticut Light & Power

A Northeast Utilities Company

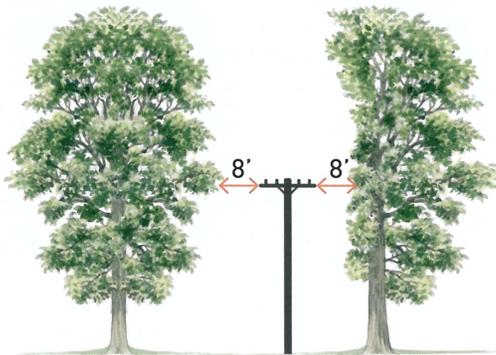
Enhanced Tree Work

Program Overview

- The goal of CL&P's Enhanced Tree Trimming (ETT) Program is to prevent power outages by removing branches or trees that are either too close to power lines, or pose a risk of falling on power lines.
- All work is performed in accordance with professional tree care industry standards and best practices.

Clearance Specifications

- Specifications are 8 feet from electrical equipment, from the ground up. Tall-growing trees under the wires will be removed.



- Branches are cut according to national standards to reduce harm to the tree and limit re-sprouting; limbs are removed at main branching points or the main trunk.

Risk Trees

- Hazardous, or risk trees, are those that can fall on or contact power lines and cause an outage.
- Tree work professionals determine a tree's risk potential based on its species, location, health, and structural composition.
- CL&P arborists prioritize the removal of risk trees to minimize their ability to cause an outage. If a tree must be removed, it is cut as low to the ground as possible.

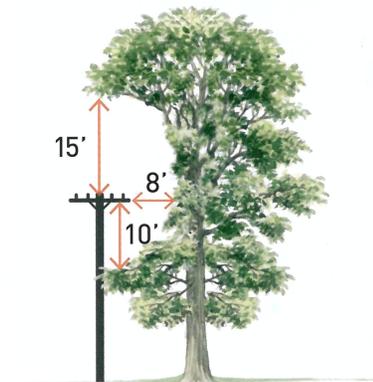
Routine Maintenance Tree Work

Tree Trimming Helps Prevent Outages

- The goal of CL&P's Routine Maintenance Tree Work is to prevent power outages by removing branches and trees that are either too close to power lines, or pose a risk of falling on power lines.
- All work is performed in accordance with professional tree care industry standards and best practices.

Clearance Specifications

- Specifications are 15 feet above utility equipment, 10 feet below and 8 feet to the side. Tall-growing trees under power lines are selectively removed.
- Branches are cut according to national standards to reduce harm to the tree and limit re-sprouting; limbs are removed at main branching points or the main trunk.



Risk Trees

- Hazardous, or risk trees, are those that can fall on or contact power lines and cause an outage.
- Tree work professionals determine a tree's risk potential based on its species, location, health, and structural composition.
- CL&P arborists prioritize the removal of risk trees to minimize their ability to cause an outage. If a tree must be removed, it is cut as low to the ground as possible.