

Power outages

We work hard every day to keep the power on, but sometimes powerful storms or other factors can cause power outages. If this happens, we'll get your power on as quickly and safely as possible.



Sign up for **Outage Alerts** at uinet.com to receive an automatic alert if your power goes out.

- You choose how you want to receive your alert: by text, email, phone, or all three!
- Easily report an outage by texting **OUT** to **78418**.
- Check the status of an outage anytime from anywhere by simply texting **STAT** to **78418**.
- You'll get a confirmation when your power is restored.

You can also report an outage at uinet.com or by calling us at **800.722.5584**.

Always stay away from downed power lines, even lines that appear dead can be energized. Also, stay out of flooded basements.

Theft of Service

We take energy theft seriously. In Connecticut, theft of service can be a felony. The laws provide for criminal and civil remedies. If found guilty, the party may pay up to three times the value of the electricity stolen. Energy theft is dangerous, too. Our electric lines and meters carry enough power to cause serious injury or death.

If you suspect someone of energy theft, please call our Revenue Integrity Department at **800.891.2922**. You can remain anonymous if you wish.

Supplier of choice

Manage the price you pay for the supply portion of your electricity bill by shopping for your electricity supplier. You may be able to find a supplier with a lower price than what you are currently paying. For more information, visit uinet.com/Choice.

Know what's below

A safe home-improvement or construction job starts with **Call Before You Dig**. This free statewide service identifies any underground utilities and protects yourself and others from injury.











It's easy. Call **811** or visit CBYD.com at least 3 days before starting your project. **Call Before You Dig** tickets are valid for 30 days.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

It's the law. Accidentally digging into underground utilities can cause injury, environmental harm and costly damage.

Color code for utility locations

 electric	 water
 sewer	 survey markings
 gas, oil or steam	 proposed excavation
 communications	 reclaimed water/irrigation

You are required to mark underground facilities that you own, such as oil tanks, septic and sewer lines, and even electric dog fences.

For more information:

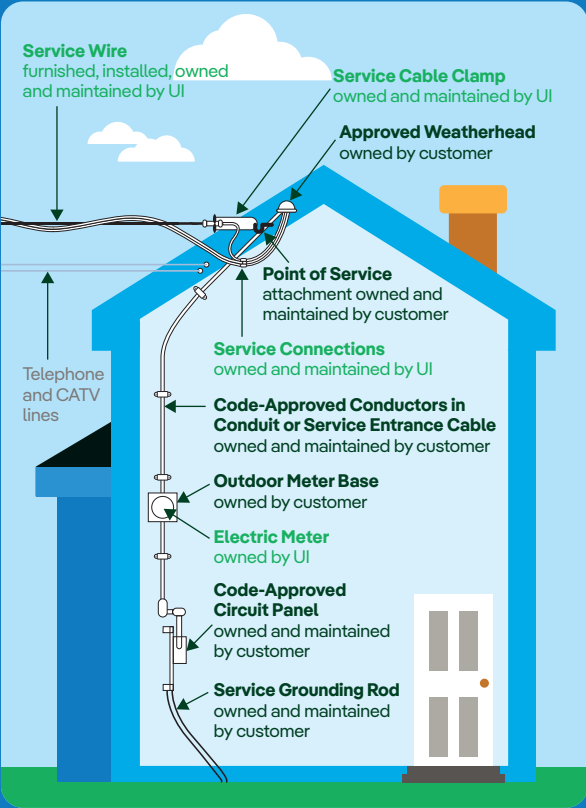
Web: uinet.com/ContactUs
Phone: **800.722.5584**

Welcome to UI!
Helpful information about your electric service



What's ours, what's yours

It's our job to bring reliable service to your home or business. This diagram may be useful in understanding and maintaining your service connection. During power restoration, you may need to have damage repaired by an electrician before power can be restored. Also, please contact us if you plan to remove or install meters.



Energy Efficiency Programs

Let us help improve your home's energy performance. As part of the Energize Connecticut initiative, the Connecticut Energy Efficiency Fund has programs that can help reduce the amount of energy you use, in turn reducing your energy costs and improving the comfort of your home. For additional information on these programs, call **877.WISE.USE (877.947.3873)**.



Rights and responsibilities

It's our job to bring reliable service to your home or business. As our customer there are certain rights and responsibilities you have for the electric service we provide. Visit us at uinet.com/CustomerRights to learn more.

Utility identification

For your protection, all UI employees carry a company identification card. To verify employment, look for the employee's picture, name and "United Illuminating" on the card. Always ask to see identification before allowing anyone into your home. If you are still concerned, please call us at **800.722.5584**.

Tenants

If you are a tenant and have an individual meter for your premises but your landlord pays the electric bill, you may establish service in your own name if your service becomes subject to termination. You are not liable for the amount owed by the landlord. If, on the other hand, the building has a master meter serving more than one tenant and a landlord's account becomes subject to termination for non-payment, we will not terminate service.

Rates and tariffs

We offer two rates for residential customers: **Rate RT** and **Rate R**.

- **Rate RT** is our time-of-day rate for residential customers. From noon until 8 p.m. weekdays (the peak period), the electricity you use costs more than electricity used at other times.
- **Rate R** provides a constant charge for the electricity you use regardless of when you use it. Day, night, weekend, or weekday, it is the same price. There is a twice-yearly price adjustment from the winter to the summer peak period and back.

If you would like to know which rate is best for you based on your usage history, contact us at **800.722.5584**. Visit uinet.com/Rates to view the current tariff rates for customer charges and delivery rates for residential and commercial service.

Ways to pay

We have many convenient options for you to make your payment. Visit uinet.com/PayOptions to view the ways you can pay your bill.

My Account



With **My Account**, enjoy time- and money-saving tools, including viewing and paying your bill online.

eBill



With our paperless **eBill** service, we'll send you an email when your bill is ready to view and pay.

AutoPay



AutoPay gives you the convenience of having your monthly electric bill automatically deducted from your bank account. It's a check-free, stamp-free, and worry-free way to pay.

Mobile App



Whether you're at home or on the go, view and pay your bill with just the click of a button by downloading our **FREE Mobile App**. Visit uinet.com/App and download the app today!

Online



Make a **one-time online payment** at uinet.com/MyAccount.

Pay by Mail



The United Illuminating Company
P.O. Box 847818
Boston, MA 02284-7818

Please include your account number on your check or money order and allow sufficient time for your payment to be received and processed by UI.

Pay in Person



Pay in person at one of the many nationwide payment locations offered through our payment partners. Visit uinet.com/PayInPerson for more information.

Help with bill

We strive to provide you with reliable and essential energy delivery, but our work doesn't stop there. If you are having difficulty paying your bill, we may be able to provide you with affordable payment arrangements and direct you to agencies that may provide financial assistance. For more information, please visit uinet.com/HelpWithBill.

Winter Protection Plan: November 1 to May 1



Prevents shutoff for eligible residential customers between November 1 and May 1. The Winter Protection Plan must be renewed annually, beginning in October. To prevent your service from being shut off after May 1, contact us to set up a payment arrangement.

Low-Income Discount Rate (LIDR)



Eligible residential customers receive a 10% (Tier 1) or 50% (Tier 2) discount on current monthly charges.

Matching Payment Program



Designed to help lower energy bills for residential customers who can demonstrate financial hardship. We will match every dollar paid by you or on your behalf up to a zero balance.

Bill Forgiveness Program



Available to residential customers who can demonstrate financial hardship and have a balance of at least \$100 that is 60 days or more overdue.

Payment Arrangements and Assistance



Special payment arrangements can be set up for you through our Customer Care Center. Contact us to discuss your needs confidentially. We may also be able to direct you to agencies that provide financial assistance.

Budget Billing



A free service that spreads your projected annual energy cost into 12 balanced monthly payments.

Operation Fuel



Provides emergency energy and utility assistance to households in Connecticut that are facing a financial crisis. Visit operationfuel.org for more information.

Medical Protection



Medical protection is available to residential customers or family members within the household with a serious or life-threatening medical condition.

Energy Analyzer



Our online **Energy Analyzer** offers detailed energy use, personalized energy efficiency tips, advice and support to help you achieve savings. Explore all of our smart energy solutions by visiting uinet.com/SmartEnergy.

Shutoffs

Failure to pay an overdue bill may result in disconnection of service. Customers with delinquent payments will receive a separate shutoff notice following the monthly bill if the account is unpaid more than 33 days after the statement date. This notice will show the minimum payment required and the due date to avoid disconnection of service. If you receive a shutoff notice, you should make a payment, or contact us to establish a payment arrangement or determine if you qualify for hardship protection. Our representatives will work with you to avoid disconnection.

If your service is shut off, full payment of the past-due amount, plus a charge for reconnection may be required before service can be restored. We will work to reconnect service at the first available appointment.

To learn more, visit uinet.com/HelpWithBill or contact us at **800.722.5584**.