

The United Illuminating Company

Explanation of Charges

UNDERSTANDING YOUR BILL

Estimated Bill – This indicates we could not obtain an actual meter reading. The next actual reading will adjust for any differences between actual and estimated use.

Budget Billing Plan – A free service offered to residential customers to help evenly distribute your electricity costs over the year.

Kilowatt-Hour (kWh) – A measure of electricity. One kWh equals one thousand watts used for one hour. If you use one 100-watt bulb for ten hours, you use one kWh. The number of kWh's on your bill is the total you used for the days covered by this bill.

Late Payment Charge – This is a charge for the unpaid and overdue portion of the previous bill minus payments and credits. It is calculated at the percentage shown on this bill.

Competitive Transition Assessment (CTA) – Allows UI to recover prudent investments in generation assets (called stranded costs), as approved by the DPUC.

Combined Public Benefits Charge is the combination of the following three charges:

Conservation and Load Management Program – This is the charge to fund programs that promote energy conservation and efficiency.

Renewable Energy Investment – To fund programs that promote the use of renewable (or environmentally friendly) fuel sources, such as solar power, wind, fuel cells, methane gas from landfills, biomass, trash-to-energy, and water.

Systems Benefit Charge – For funding public costs such as public education, hardship protection, and nuclear plant decommissioning.

Transmission Charge – The fee for transmitting electricity over high voltage lines to electric substations.

Distribution Charge – The fee for distributing electricity over the poles and wires to customer homes and businesses.

Generation Services Charge – The fee for electric energy produced by generation facilities. Generation service is deregulated and is open to competition and the services of electric suppliers.

Electric Suppliers – The entity providing your generation service. UI supplied generation service is called Standard Service or Last Resort Service. For complete information about licensed electric suppliers, visit Connecticut's Energy Information website, www.ctenergyinfo.com or call the CT DPUC Outreach number, 1-888-922-3782.

Non-Bypassable FMCC – Federally Mandated Congestion Costs.

IMPORTANT INFORMATION

Emergency Service – Call 1-800-7-CALL UI (1-800-722-5584) to report electric service outages or dangerous electrical conditions. In the Greater New Haven calling area, dial 203-499-3333.

For Your Protection – All our meter readers and meter service personnel wear UI uniforms. All employees who visit customers' premises carry a UI photo identification card and must show it upon request.

Your Rights and Responsibilities – A pamphlet explaining your rights is available upon request.

Third Party Notice – You can ask us at any time to notify a third party if your service is subject to being shut off.

Operation Fuel – is a statewide program that provides emergency energy assistance to people who are in financial crisis, and not eligible for government assistance.

WWW.UINET.COM – Your quickest source for UI information including ways to save, financial assistance and much more! And don't forget to register for our online bill analyzer, "My Account", which allows you to analyze your personal energy information.

E-Mail Us – Visit our FAQ's to view answers to commonly asked questions. If you can't find your answer on our website or in our FAQ's, send us an e-mail at customer.service@uinet.com

Call Us – call Customer Service at 1-800-7 CALL UI (1-800-722-5584). In the Greater New Haven area, call 203-499-3333.

Termination of Service and Customer Rights – You have the right to dispute a termination of service. You may also have service continued between November 1st and May 1st if you qualify for hardship status or have a serious illness or life-threatening condition.

Mail Us – Although not as quick as either visiting www.uinet.com, e-mailing, or using the telephone, you can reach us by writing to: The United Illuminating Company, PO Box 1564, New Haven, CT 06506-0901.

ARC – When you provide a check as payment, you authorize us to either to use the information from your check to make a one-time electronic fund transfer from your account or to process the payment as a check transaction. When we use information from your check to make an electronic fund transfer, funds may be withdrawn from your account as soon as the same day we receive your payment and you will not receive your check back from your financial institution. For other payment options, please call us

If you are unable to have your questions answered, or your complaint resolved by The United Illuminating Company, you can call the Department of Public Utility Control's toll-free telephone number: 1-800-382-4586.