



## State of Connecticut

### SENATE

March 18, 2014

**SENATOR MICHAEL A. McLACHLAN**  
TWENTY-FOURTH SENATE DISTRICT

LEGISLATIVE OFFICE BUILDING  
SUITE 3400  
HARTFORD, CONNECTICUT 06106-1591  
DEPUTY MINORITY LEADER

**RANKING MEMBER**  
GOVERNMENT ADMINISTRATION & ELECTIONS COMMITTEE  
GENERAL BONDING SUB COMMITTEE

**MEMBER**  
FINANCE, REVENUE, & BONDING COMMITTEE  
JUDICIARY COMMITTEE  
TRANSPORTATION COMMITTEE

William P. Herdegen, III  
President and CEO  
Connecticut Light & Power  
P.O. Box 270  
Hartford, CT 06141

Dear Mr. Herdegen,

I write regarding my displeasure with Connecticut Light & Power. It has come to my attention that hundreds of shut-off notices are being issued to customers from your company. These customers are not customers who have not paid their electric bill on time, in fact, it is the opposite.

Customers who have paid their bill on time are receiving these notices. The reason is due to no fault of their own. They are mailing in their bill on time, but the fact that your payment processing has been moved to Dallas, Texas is the real reason.

It takes five plus day in the mail to receive the payment, and your customer service representatives are telling your customers that they must mail in their payment at least two weeks before the due date. This is unacceptable.

The customers that are paying their bill on time should not be given shut off notices, because their bill is not being process in a timely manner by your company. It is your company that chose to move your payment processing to Dallas, Texas, and your customers should not be required to mail in their bill two weeks before it is due.

If the bill is postmarked by the due date on their bill, then the customer should not be punished with shut-off notices. Receiving a shut-off notice from your electric supplier when you have paid your bill on time is an unnerving feeling, and one that no one deserves to feel.

Thank you for your time and consideration, and I look forward to hearing your response.

Sincerely Yours,

Michael A. McLachlan  
State Senator – 24<sup>th</sup> District

cc: Arthur House, Chairman, Public Utilities Regulatory Authority