



## **CL&P and Yankee Gas Launch AllConnect Service for Customers**

On July 24, 2013, The Connecticut Light & Power Company (CL&P) and Yankee Gas announced a partnership with the Atlanta-based company Allconnect to launch a program offering CL&P and Yankee Gas customers personalized assistance with home services. The Allconnect program is aimed to streamline the home services activation or transfer process for people who have moved. The program enables customers looking to transfer or establish service to speak with an Allconnect Home Service Advisor to review home service options available at their new address including satellite or cable TV, internet, phone, and home security systems. The Allconnect advisor is also able to schedule installations of the home services.

Prior to implementation of Allconnect, the Office of Consumer Counsel (OCC) participated in a technical meeting conducted by the Public Utilities Regulatory Authority (PURA) to thoroughly assess Allconnect services. The OCC, with the Attorney General's Office (AG), supported Allconnect services for CL&P and Yankee Gas customers with additional consumer protection protocols. On March 28, 2013, PURA approved CL&P and Yankee Gas' proposal to implement the Allconnect program subject to consumer protection orders as suggested by the OCC and AG.

Northeast Utilities (NU), the parent company of CL&P and Yankee Gas, states that Allconnect improves customer satisfaction. The NU partnership with Allconnect brings its services into Connecticut for the first time. Allconnect currently reaches more than 50 million households throughout the United States.

To learn more about the Allconnect option, CL&P customers should call 1-800-286-2000 and Yankee Gas customers should call 1-800-989-0900.