



The Northeast Utilities System

April 10, 2012

Dear Customer,

I am happy to share with you some great news. As of today, NSTAR, the largest Massachusetts-based electric and gas utility, has joined Northeast Utilities (NU). Together, we will be a better and stronger company. NU has over 150 years of experience in New England, and we now welcome NSTAR to our family of companies, including Yankee Gas, Connecticut Light and Power, Western Massachusetts Electric and Public Service of New Hampshire.

Our commitment to high quality customer service will continue to be the cornerstone of our business. You can continue to count on the safe and reliable delivery of natural gas from Yankee Gas.

The merger of NU and NSTAR has many additional benefits for our customers. Yankee Gas customers are already enjoying lower distribution rates as a result of the merger. In Yankee Gas' last rate case, the Connecticut Public Utilities Regulatory Authority (PURA) reduced Yankee Gas' rates as a result of expected merger synergies by \$1.56 million for the 12-month period ending June 30, 2012, and an additional \$3 million annually beginning July 1, 2012. In addition, NU has agreed to invest \$15 million in new energy efficiency and renewable energy initiatives and to create a new land trust with a donation of nearly 1,000 acres of land.

We will also continue to maintain a strong commitment to the environment and the communities we serve. This includes our commitment to continue to offer energy efficiency programs, which are helping many customers better manage and control energy use and costs.

I'll also note that our bills, billing procedures and customer service telephone numbers will remain unchanged. Please call at any time regarding any questions you may have.

We look forward to continuing to work with you in the future.

Sincerely,

Edna M. Karanian
Director Gas System Operations