

CL&P



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Energy Partners

At CL&P, we work hard to enrich the communities we serve. And we realize that there are real challenges for some of our customers during the winter, so we offer a variety of innovative programs, services and partnerships to help you stay warm when the temperature dips.

Programs that help people

Qualified customers are protected from service shut-off during the winter months if they enroll in the *Winter Protection Plan*. The winter protection period is from November 1, 2009, through May 1, 2010.

If your household income is at or below 200 percent of the federal poverty guideline or you receive public income assistance, you may qualify. Participation in the Winter Protection Plan must be renewed annually, beginning in October.

Federal Poverty Guidelines for 2009-2010*

Family Size	100%	150%	200%
1	\$10,830	\$16,245	\$21,660
2	14,570	21,855	29,140
3	18,310	27,465	36,620
4	22,050	33,075	44,100

* Source: U.S. Department of Health and Human Services

Energy Assistance

The Connecticut Energy Assistance Program (CEAP) is a federally funded program administered by the Connecticut Department of Social Services. It's designed to help limited- and fixed-income customers pay their winter heating bills. Eligible customers can receive assistance of up to \$880 per heating season.

To find out more about CEAP, and for the nearest location to apply, call 2-1-1 or visit ct.gov/staywarm.



We're All Part of the Operation

Once again, the cold, winter months are upon us, and many families are turning to Operation Fuel to help them stay warm. You can make a difference by signing up for the Add-a-Dollar pledge program and pledge \$1 to \$10 monthly. 100 percent of funds raised through the Add-a-Dollar program are used for energy assistance grants. Call CL&P today to sign up or simply add one dollar to your bill payment. Or visit Operationfuel.org to learn more.

The *Matching Payment Program* provides year-round electric service and possible forgiveness of back balances to limited-income electric heating customers.

Here's what eligible electric heating customers must do to be part of CL&P's Matching Payment Program:

1. Apply and qualify for energy assistance by calling 2-1-1 or your local community action agency.
2. Enroll in CL&P's Matching Payment Program and have energy assistance funds applied to your CL&P account.
3. Make and keep monthly payment arrangements.

Customers who maintain eligibility under the Matching Payment Program will see an additional reduction in their past-due amount for every dollar paid to CL&P.

For more information on the Winter Protection Plan and Matching Payment Program, please contact us at 1.800.286.2828 or 860.947.2828 in the Hartford and Meriden calling areas.

SAFETY FIRST

Consider these safety tips if you plan to operate holiday lights:

- Use only lights that are recognized by testing laboratories such as Underwriters Laboratories (UL).
- Check lights for loose connections or exposed, frayed wiring.
- Always turn off the lights when leaving the house or going to bed.



**Connecticut
Light & Power**

The Northeast Utilities System

IMPROVING THE ENVIRONMENTS YOU LIVE IN

Receive and pay your CL&P bill online, anytime at www.cl-p.com.
Question about your CL&P bill? Call us at 1.800.286.2000
(860.947.2000 in the Hartford and Meriden calling areas).

© 2009 Northeast Utilities Service Company
This insert is paid for by CL&P customers and NU shareholders.
CD11091.25MM

