

CL&P



& You



**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. But 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, 2007, through May1, 2008.

If your household income is at or below 200% 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 2007-2008\*

Family Size	100%	150%	200%
1	\$10,210	\$15,315	\$20,420
2	13,690	20,535	27,380
3	17,170	25,755	34,340
4	20,650	30,975	41,300

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

The *Matching Payment Program* provides year-round electric service and possible forgiveness of back balances to low-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 a monthly payment arrangement.



### 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 low- and fixed-income customers pay their winter heating bills. Eligible customers can receive assistance of up to \$675 per heating season.

To find out more about CEAP, and for the nearest location to apply, call 2-1-1.

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## Warm Thy Neighbor

Once again, the cold, winter months are upon us, and many families are looking to Operation Fuel to help them stay warm in the months ahead.

You can make a difference. Add just \$1 to your bill payment or send your donation directly to Operation Fuel Inc., One Regency Drive, Suite 311, Bloomfield, CT 06002.

To learn more, visit [www.operationfuel.org](http://www.operationfuel.org).

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 see the enclosed bill insert or contact us at 1.800.286.2828 or 860.947.2828 in the Hartford and Meriden calling areas.

## Improving Electric Reliability

Construction of the Middletown-Norwalk (M-N) transmission project is about 50% complete. It includes the installation of new overhead and underground lines and the reconstruction of some existing lines along a 69-mile route through 18 Connecticut towns.

We'd like to thank you for your patience and cooperation as this construction project progresses. M-N is an important step toward meeting your growing demand for electricity while solving one of the biggest threats to electric reliability in Connecticut, New England and the country.

For the latest construction information on the M-N project, call our toll-free hotline at 866.MID.NORW (643.6679) or visit [www.middletown-norwalk.com](http://www.middletown-norwalk.com).



## Clean Energy

CT Clean Energy Options is a program that helps you support renewable energy produced from natural means such as wind, water and more. By selecting a clean energy offering from the independent participating renewable energy companies, you are supporting the development of renewable energy and making a difference for Connecticut's environment and future generations. To sign up, go to [www.cl-p.com](http://www.cl-p.com) or [www.gocleanenergy.com](http://www.gocleanenergy.com). CT Clean Energy Options charges are in addition to your normal monthly charges.

## 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, fraying wiring.
- ▶ Always turn off the lights when leaving the house or going to bed.



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Receive and pay your CL&P bill online, anytime at [www.cl-p.com](http://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).

Energy for a Changing World™

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