

CL&P



& You



**Connecticut
Light & Power**

The Northeast Utilities System

important information for our valued customers

Managing Energy Costs

We know you're concerned about the increasing cost of electricity, and we want to help.

While we don't – and can't – control the market influences that determine generation charges, we can offer information you can use to manage your costs.

We are your energy partner, dedicated to helping you control your energy use. Because we're experts in saving energy, we can show you how to use electricity more efficiently – and save money.

Financial Assistance Programs

CL&P has many programs to help limited- or fixed-income customers manage their energy costs. Our Winter Protection Plan protects qualified customers from service shut-offs during the winter. The Matching Payment Program provides year-round service and possible forgiveness of back balances. NUSTART helps by reducing past-due balances if qualified customers pay an agreed-upon budgeted amount on time, each month. For more information, call 800.286.2828 or 860.947.2828 in the Hartford and Meriden calling areas.

TOP 10 WAYS TO SAVE ON YOUR ELECTRIC BILL

- 1 Replace incandescent lightbulbs with compact fluorescent lightbulbs. They use about 75% less energy and last up to 10 times longer.
- 2 Use programmable thermostats, which automatically adjust your home's temperature setting.
- 3 Get rid of that second older refrigerator.
- 4 Switch to an ENERGY STAR qualified clothes washer.
- 5 Use a clothesline instead of a dryer.
- 6 Seal and insulate the envelope or shell of your home – its outer walls, ceilings, windows, doors and floors.
- 7 Replace standard appliances with ENERGY STAR appliances.
- 8 Take shorter showers.
- 9 Use outdoor lights with a photocell or motion sensor.
- 10 During the winter, open the curtains and shades on the south-facing windows to let in the winter sun.



Remember, savings will vary significantly from home to home.

At CL&P, we're committed to the communities and people we serve in all corners of Connecticut.

Once again, CL&P is proud to be the title sponsor for the Special Olympics CT Winter Games. Through this partnership with Special Olympics, CL&P is hosting both the cross-country ski and snowshoe competitions at CL&P's Simsbury office on February 28 and March 1. If you'd like to become a Winter Games volunteer, please call 800.443.6105, ext. 224.

Third-Party Notification: an extra reminder

If circumstances make it difficult for you or a loved one to keep track of your CL&P account, we offer Third-Party Notification. Customers can name a friend, relative or neighbor to receive a third-party reminder notice from us when their bill is overdue and their electric service is in danger of being shut off. For more information, call CL&P at 800.286.2000 or 860.947.2000 in the Hartford and Meriden calling areas.

Budget billing can help

This program gives you a monthly budget, based on annual usage, to spread out costs over time. This is a great way to end those seasonal bill surprises. You pay the same amount, month after month. For more information or to enroll, call 800.286.6235 or visit www.cl-p.com.

Use energy wisely

The Weatherization Residential Assistance Partnership (WRAP) program provides free weatherization services to income-eligible customers.

If you qualify we will:

- Find and professionally seal drafts, cracks and leaks in your windows and doors
- Evaluate your insulation and major appliances
- Provide and install energy-efficient compact fluorescent bulbs and table lamps
- Install water conservation equipment, such as faucet aerators and low-flow shower heads, if needed
- Provide additional efficiency measures, as needed



Renters and homeowners qualify if the household income is within these guidelines:

Family Size	60% of State Median
1	\$29,272
2	\$38,279
3	\$47,286
4	\$56,293



This program is one of several innovative solutions offered by the Connecticut Energy Efficiency Fund and administered by CL&P. For an application, call 800.388.WRAP (9727) or visit www.cl-p.com.

Not eligible for WRAP? Take advantage of Home Energy Solutions (HES). Call 877.WISE.USE.

SAFETY FIRST

Circuit breakers and fuses should always be the correct size for the circuit. To help prevent a fire, never replace a fuse with anything but the correctly sized fuse. If you don't know the correct fuse size, have an electrician identify and label the sizes to be used.



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Receive and pay your CL&P bill online, anytime at www.cl-p.com. Question about your CL&P bill? Call us at 800.286.2000 (860.947.2000 in Hartford/Meriden).