



**Connecticut
Light & Power**

The Northeast Utilities System

Guidelines for Termination of Service

CL&P follows a very strict regulatory process before any customer's service is terminated, including a long series of notifications through the mail and over the phone.

CL&P strongly encourages all customers to be responsible in regard to the payment of their account and is willing to work with any customer who may be experiencing financial difficulties.

CL&P offers the very successful "NUSTART" program. It allows customers who meet monthly income requirements to have a certain percentage of any amount in arrears to be forgiven over time provided that monthly payments going forward are made on time.

CL&P also offers the Winter Protection Plan, which runs between November 1 and May 1 and applies to customers whose income is below 200% of the federal poverty level, who are seriously ill, or whose only source of support is Social Security or veteran's benefits. Certain households who depend on unemployment compensation benefits may also qualify.

CL&P works with social agencies and their clients to encourage customers to make special arrangements for partial payments during the winter months. This reduces the amount owed when the Winter Protection Program ends.