

## To be completed by Customer

- Please return this completed application along with income documentation (paystubs or proof of other sources of income such as unemployment or Supplemental Security Income) to:  
Attn: CL&P NUSTART Team  
Credit and Collection Center  
P.O. Box 270  
Hartford, CT 06141-0270
- Incomplete applications will be returned to customers and will delay enrollment into NUSTART.
- A pending NUSTART application does not stop normal credit and collection action.

Yes, I want to enroll in NUSTART.

My total household income:  
Yearly: \$ \_\_\_\_\_ or Monthly: \$ \_\_\_\_\_

Number in household:  
Dependent Children Under 18: \_\_\_\_\_

Is anyone in your household:  
 Ill       Elderly       Disabled

If yes, please state the relationship of that person:  
\_\_\_\_\_

Print Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Social Security Number: \_\_\_\_\_

I agree to pay a budget bill each month. This will be an average of my monthly bills based on past electric usage.

I understand that CL&P will send me a confirmation letter stating the amount of my monthly budget, and that if my average electric bill goes up, the budget amount I pay each month may be increased.

I also understand that while participating in the program, I will receive a credit of 1/36 of my starting outstanding balance or \$10, whichever is greater, every month to reduce my delinquent balance; and to receive a credit, I must pay my monthly budget bill on time every month even during the winter months.

## Community Action Agencies

Please call to set up an appointment  
with your local agency.

**Bristol**  
*Bristol Community  
Organization*  
860.582.7490

**Danbury**  
*Community Action  
Committee of Danbury*  
203.748.5422

**Derby**  
*Training, Education and  
Manpower, Inc.*  
203.736.5420

**Hartford**  
*Community Renewal Team (CRT)*  
860.560.5800

**Meriden**  
*New Opportunities of  
Greater Meriden (NOGM)*  
203.235.0278

**Middletown**  
*Community Renewal Team (CRT)*  
860.347.4465

**New Britain**  
*Human Resources Agency  
of New Britain, Inc.*  
860.223.2288

**Norwalk**  
*Norwalk Economic Opportunity  
NOW*  
203.899.2420

**Norwich/New London**  
*Thames Valley Council  
for Community Action (TVCCA)*  
860.889.1365  
New London  
860.444.0006

**Stamford**  
*Committee for Training  
and Employment (CTE)*  
203.352.4846

**Waterbury**  
*New Opportunities, Inc.*  
203.756.8151

**Willimantic**  
*ACCESS Agency*  
860.450.7400  
Danielson  
860.744.0418



**Connecticut  
Light & Power**

A Northeast Utilities Company



Application  
Inside

Are bills getting the best of you?  
Is the stress of paying bills  
taking its toll?

We can help.  
Together,  
we can make a NUSTART.



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We know making ends meet can be difficult at times. Sometimes, it seems as if the dollars don't stretch far enough, and the stress of credit issues can take its toll. Occasionally, it may seem like you must choose between meeting the basic needs of your family and paying your bills.

**We can help.  
Together, we can make a NUSTART.**



## What is NUSTART?

NUSTART is a payment program to help you manage your electric bill and maintain year-round electric service.

First, we will take the outstanding balance you have on your electric bill and set that aside.

Then, we will work with you to determine your yearly electricity costs and create an easier-to-handle monthly budget.



Each month you pay your budget amount on time, we will take a portion of what you owe from your old balance off your bill. The amount deducted will either be 1/36 of your starting outstanding balance or \$10, whichever is greater. The total deducted can not exceed your outstanding balance.

## It is all very simple:

- ◆ We remove your past-due balance;
- ◆ You make your monthly budget payments; and
- ◆ The past-due amount you owe is reduced over time.

## How do I benefit?

First and foremost, NUSTART can help you take charge of your own financial situation.

As long as you continue to pay your monthly budget amount on time, you won't be subject to disconnection of your electric service.

## What if I miss a payment?

We want to work with you and see you succeed at managing your bills. However, this good-faith program requires you to agree to pay your monthly budget amount. If you miss two payments, your outstanding balance will be returned to your bill. Our NUSTART Team will identify the amount you will need to pay to be reinstated to NUSTART.



## How do I sign up?

In order to participate in NUSTART, you must meet the following guidelines:

- ◆ Be a CL&P residential customer and your electric service must not be disconnected
- ◆ Apply for and be eligible to receive an energy assistance payment, or provide other proof of income
- ◆ Have a balance of \$100 or more that is at least 60 days overdue
- ◆ Have not been dropped from NUSTART for non-payment within the past 12 months
- ◆ Have an income level at or below 60% of the state median income
- ◆ Continue to pay your monthly budget amount each month on time

For more information, simply call our NUSTART Team at 1.800.286.2828 or 860.947.2828 in the Hartford and Meriden calling areas. Your local Community Action Agency can also help you sign up.

Remember – if you move, contact the NUSTART Team so you can continue to use the program and a new budget amount can be determined for your new home.

**Call today.**  
**Together, we can make a NUSTART.**

## NUSTART Application

To be completed by Community Action Agency

Contact information on reverse side of this brochure.

Account Number: \_\_\_\_\_

Date: \_\_\_\_\_

Representative: \_\_\_\_\_

Location: \_\_\_\_\_

Energy Assistance Paid/Committed to CL&P: \_\_\_\_\_

Agency: \_\_\_\_\_

Agency Telephone Number: (        ) \_\_\_\_\_

Worker Name/Contact Signature: \_\_\_\_\_

Customer Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

State: \_\_\_\_\_ Zip: \_\_\_\_\_

Telephone Number: (        ) \_\_\_\_\_

Energy Assistance Payment: \$ \_\_\_\_\_

Date Paid: \_\_\_\_\_

Date Committed: \_\_\_\_\_

Please turn over to complete