

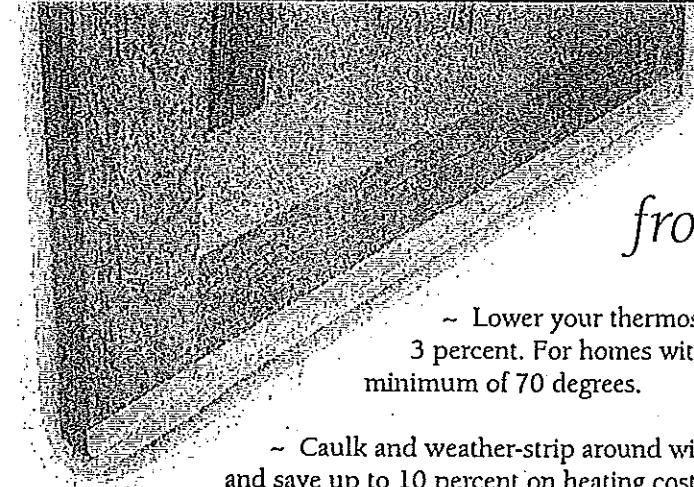
Winter 2008

# helpline

connecticut edition

energy newsletter

¡Asistencia de  
Energía en Español  
Adentro!



## Winter Energy-Saving Tips from CL&P and Yankee Gas

~ Lower your thermostat by only 1 degree and you could reduce heating bills by 3 percent. For homes with infants and seniors, the thermostat should be set at a minimum of 70 degrees.

~ Caulk and weather-strip around windows and doors, install gaskets behind outlet covers, and save up to 10 percent on heating costs.

- ~ Use compact fluorescents light bulbs. They use up to 75 percent less electricity.
- ~ Clean or replace the filter in your forced-air heating system monthly.
- ~ Make sure that all air registers or vents are not blocked by drapes, furniture or rugs.
- ~ Pull the shades down and draw the curtains at night to help keep the heat inside. Remember to open them in the morning to let the sun warm your home.

## Winter Protection Plan *no service shutoff during the winter*

You may qualify for the CL&P or Yankee Gas Winter Protection Plans (WPP), which protect you from service shutoff during the winter months if your household income is at or below 200 percent of the federal poverty level or you receive public income assistance. The WPP runs from November 1, 2008, through May 1, 2009. You will still receive your monthly bill. It is very important that you pay what you can on your bill each month, so that you won't have a large balance when the protection period ends.

To apply for CL&P's WPP, call 1.800.286.2828 or 860.947.2828 in the Hartford and Meriden calling areas. Yankee Gas customers should call 1.800.438.2278. Please check the income guidelines on page 3 of this issue to see if you qualify.

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Connecticut  
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The Northeast Utilities System

visit us at [www.cl-p.com](http://www.cl-p.com)  
or [www.yankeegas.com](http://www.yankeegas.com)

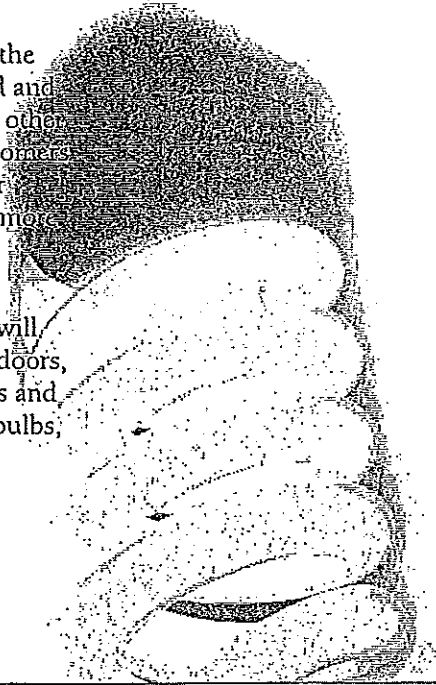
# CL&P AND YANKEE GAS ENERGY ASSISTANCE PROGRAMS & SERVICES

## Apply for WRAP Now to Save Energy

WRAP is a free program funded by the Connecticut Energy Efficiency Fund and provided by CL&P, Yankee Gas and other utilities to help income-eligible customers (renters or homeowners) lower their energy bills by making their homes more energy efficient.

Qualified customers will receive an in-home visit from a specialist who will check and seal drafty windows and doors, check the heating system, appliances and insulation, provide energy-efficient bulbs, lamps, showerheads and more.

To find out if you qualify, call 1.800.388.WRAP (9727)



## Matching Payment Programs

CL&P and Yankee Gas offer Matching Payment programs to limited income electric and gas heating customers who have a past-due balance.

To qualify, customers must:

- apply and qualify for energy assistance to be applied to their CL&P or Yankee Gas account; and
- make and keep a budget payment arrangement.

Customers who do this can have their delinquent balance reduced by an amount equal to the amount of money paid on their CL&P or Yankee Gas account, up to a zero balance. Under this program, you will never receive a credit balance, due to the match on your account.

CL&P customers please call 1.800.286.2828 or 860.947.2828 in the Hartford and Meriden areas. Yankee Gas customers please call 1.800.438.2278.

## Start Fresh with **NUSTART**

NUSTART is a payment program designed to assist limited-income CL&P customers maintain electric service by removing the delinquent balance when customers pay their agreed-upon budget bill each month, on time. Eligible customers can enroll in the NUSTART program anytime.

To be eligible for NUSTART, you need to:

- apply for and be eligible to receive energy assistance funds, or provide other proof of income;
- have income at or below 200 percent of the federal poverty level;
- have a past-due balance of \$100 or more on a CL&P bill that is 60 days overdue, or more; and
- not have been dropped from NUSTART for non-payment within the past 12 months.

As part of the NUSTART program, you are required to attend a Money Matters workshop, which will:

- have you look at your spending habits;
- show you ways to reduce expenses; and
- help you develop a budget.

For questions and an application, please call the CL&P NUSTART Team at 1.800.286.5844, Monday-Friday, from 8:00 a.m. - 4:30 p.m.

## ATTENTION CL&P CUSTOMERS

CL&P recently converted to its customer information and billing system. As a result, in mid-October CL&P customers started receiving their new 11-digit account numbers and reformatted bills. Please make note of your new 11-digit account number and reference it on bill payments, when applying for energy assistance and when contacting CL&P.

## Community Action Agencies

Bridgeport  
Action for Bridgeport  
Community Development  
203.384.6904

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  
860.560.5800

Meriden  
New Opportunities of  
Greater Meriden  
203.235.0278

Middletown  
Community Renewal Team  
860.347.4465

New Britain  
Human Resources Agency of  
New Britain, Inc.  
860.225.1084

Norwalk  
Norwalk Economic Opportunity  
NOW  
203.899.2483

Norwich/New London  
Thames Valley Council for  
Community Action  
860.425.6681

Stamford  
Committee for Training and  
Employment  
203.352.4846

Waterbury  
New Opportunities, Inc.  
203.756.8151

Willimantic  
ACCESS Agency  
860.774.0418

## CONNECTICUT ENERGY ASSISTANCE PROGRAMS

### Get Help With Your Winter Heating Bill from Connecticut Energy Assistance Program (CEAP)

Applications are being taken at over 182 community sites across the state through May 1, 2009, for this state program that helps people pay their heating bill. Households that have received a shutoff notice from a utility may apply up to May 15, 2009. Eligible customers can receive up to \$925 in benefits.

You may be eligible if:

- ~ You receive cash assistance from the state (Temporary Family Assistance, Aid to the Aged, Blind or Disabled, or Refugee Assistance); and
- ~ Your household receives food stamps; or
- ~ Your household receives State General Assistance; or
- ~ Your annual household income is at or below 150 percent of the federal poverty level guidelines or up to 200 percent if there is an elderly — over the age of 60 — or disabled member in the household. There is a liquid assets\* test to determine if you qualify for CEAP. Households will be required to provide proof of liquid assets.

Please call your local Community Action Agency (CAA) to schedule an appointment and apply for available assistance (please see the list of CAAs).

\*Liquid assets are defined as those that may be easily converted to cash and include savings accounts, checking accounts, bonds, stocks/shares, certificates of deposit (CDs) and individual retirement accounts (IRAs).

### Contingency Heating Assistance Program (CHAP) — Available to Help Moderate-Income Households

The Contingency Heating Assistance Program (CHAP) is now available. Households with incomes up to 60 percent of the state median income that are not eligible for CEAP are eligible for assistance through CHAP. Qualified households can receive a \$625 payment for their heat. For instance, a household of one is eligible if the household member's income is under \$29,272. A two-person household is eligible if their income is under \$38,279.

Please note: To see if you are within the income limits for the CHAP eligibility or to set up an appointment to apply, please call your local CAA by referring to the list. You can also check out the information at [www.ct.gov/staywarm](http://www.ct.gov/staywarm) or call 2-1-1.

#### Federal Poverty Guidelines for 2008-2009

Family Size	100%	150%	200%	60% State Median Income
1	\$10,400	\$15,600	\$20,800	\$29,272
2	\$14,000	\$21,000	\$28,000	\$38,279
3	\$17,600	\$26,400	\$35,200	\$47,286
4	\$21,200	\$31,800	\$42,400	\$56,293

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## Carbon Monoxide: *Odorless, Colorless – Toxic*

Whether you heat your home with natural gas, oil or propane, your heating system can produce carbon monoxide (CO) if it's not operating properly or is not vented. CO is odorless, colorless and tasteless, but very toxic.

CO poisoning results in "flu-like" symptoms including headache, dizziness, nausea, vomiting, heart palpitations, and confusion. You should suspect the presence of CO in your home if symptoms tend to disappear when you leave your home.

To reduce the risk of CO poisoning, make sure chimney or vent pipes are not blocked. Check your home to make sure it's properly ventilated, especially if you've had major renovations or have enclosed your heating system to create more living space. Never use your gas stove as a space heater. This can cause CO to build up, with deadly consequences. Also, install a CO detector in your home.

### **If You Suspect the Presence of CO:**

- Open the windows and doors;
- Call your fuel supplier or heating contractor immediately for an emergency inspection; and
- If CO is detected, seek medical attention immediately.

## Operation Fuel - Emergency Help with Energy Bills

Operation Fuel is a private, nonprofit energy assistance program for people who need emergency help with energy bills and are not eligible for state or federal assistance. In general, eligible households have incomes between 151 percent and 200 percent of the federal poverty income guidelines. The maximum Operation Fuel assistance available is \$500 per household for the heating season. Payments are made directly to the company that supplies the household with the heating fuel or utility services. Applications are made at the local fuel bank. Applicants are encouraged to call the Fuel Bank in their area for appointments. Applicants should bring verification of income and their fuel dealer's name and account number, or their latest utility bills.

Call 2-1-1, or visit [operationfuel.org](http://operationfuel.org) for the nearest local fuel bank.

