

**Consider Energy Efficient Design and Equipment**

This is also a great time to remind you that has energy efficiency programs aimed at helping you save energy and money. Whether it's a rebate for high efficiency equipment or one-on-one technical assistance, we can help you reduce your annual operating costs. For information about our residential programs, please call (781) 441-8720; for information about our business programs please call (781) 441-8592. If the service is for a Cape or Vineyard address, Please call Cape Light Compact at 800-797-6699. You can also visit [www.nstar.com](http://www.nstar.com) for more information.

**Apply for Service and Payment of Design Deposit**

You have already submitted an application for service. NSTAR has issued a bill for the design deposit which you will receive shortly, or may have received already, separate from your regular NSTAR monthly bill for energy service. In order to avoid delays with your project, please pay this deposit upon receipt. The deposit will be applied to either the construction cost or refunded to you if it is determined there are no costs for the work. If you have not already done so, please be sure to submit two (2) copies of city/town approved site plans indicating the proposed location of the electric service. NSTAR is unable to **move into the design phase without these sketches and receipt of the design deposit. We request sketches because it is critical we understand your future electric loads and service locations prior to our design phase.**

**Design Phase**

Upon receiving all of the required information, NSTAR will begin the design phase. On average, the design phase takes 40 business days. Depending on your project, NSTAR may request further information, or may want to meet you on site. Please know that if you make design changes or if there is missing information to your plans, this will extend the design phase. Upon completion of the design phase, an NSTAR representative will contact you to discuss the design and any associated construction costs. At this time, we will also want to confirm with you the target energize date. A realistic date on your part will help us manage our resources and workload and ultimately assist you in coordinating your work. A copy of the sketch and the bill will also be mailed to you. All electrical work performed by you or your contractor, needs to be done in accordance with the design you provided to us and per specifications provided in NSTAR's "Information & Requirements for Electric Service." The specifications can be viewed on-line at [www.nstar.com](http://www.nstar.com) under "Builders and Contractors, Service Requirements." In order to avoid delays or costly oversights, we ask for your assistance should we need to conduct inspections of your site.

**Payment and Permitting Process**

Upon receipt of any construction payment, we will move into the permitting phase. On average, the permitting phase takes 40 business days. We are unable to proceed with permitting until we receive construction payment identified in the design phase.

Permits are required to work and place our poles, conduit, cable or equipment on public or private property. The permitting phase is a legal proceeding and often requires legal counsel to review and modify documents. Each city or town has their own requirements, approval process, and timing. We will promptly send in the proper documents to attain the permits, however, scheduling is dependent on those granting authorities' schedules. This also includes private property permits, which may require your involvement.

**Your Electric Permit Approval**

Once your electrician has installed your new electric service equipment, he or she will need to contact your city or town electrical wiring inspector. The inspector will then contact NSTAR to let us know if your equipment has passed his or her inspection. Please understand for the safety of our customers and employees, NSTAR cannot energize service until we receive official notification from the inspector that the electrical permit has been approved.

**Construction/Energize**

Upon completion of the previous phases, your project will enter NSTAR's construction scheduling. An NSTAR representative will contact you to confirm that all of your electrical work is completed and ready for NSTAR to schedule. NSTAR will provide a projected energized date at that time.

It is imperative to contact NSTAR if your work is incomplete or if work is delayed. Delays can incur additional costs if our crews arrive on site but your equipment is not ready to be energized. Furthermore, we cannot provide a projected energize date until we confirm that all of your work is completed.

At NSTAR, we are committed to delivering great service. Should you have any questions during this process, please contact me at 781-441-3416.

Sincerely,

Charlie Tavares  
Account Executive