



April 2009

Service/Billing

(860) 524-8361
HARTFORD
(203) 869-6900
GREENWICH

Credit Line

(860) 727-3034
(860) 727-3555

Information Line

(860) 727-3400
(800) 437-0444

Gas Leaks

(866) 924-5325

Marketing

(860) 727-3535
HARTFORD
(888) 726-7728
GREENWICH

Meter Reading

(860) 727-3400

Web

www.cngcorp.com

Licenses

CT #S1-392056
Mech. 1109

Call Before You Dig

(800) 922-4455

Issue paid for by

Shareholders &
Ratepayers



Operation Fuel, Inc.

WE'RE ALL PART OF THE OPERATION.

JOIN THE OPERATION!

Add an extra dollar to your gas bill payment to help a needy working family with their gas bill.



An Energy East Company

CONNECTICUT NATURAL GAS News & VIEWS

Moratorium on service termination ends May 1

The state moratorium governing termination of gas service ends May 1, 2009. Families who are having trouble paying their gas bill and who haven't signed up for energy assistance will need to call our customer relations center at **860-524-8361** to make a payment arrangement. We want to help you keep the gas on. Call now! For additional information about how you can get help with your gas bill, and about other energy issues, dial 211 for INFOLINE.

Your Rights

If you are faced with termination of service and wish to receive a copy of your rights as a customer of Connecticut Natural Gas, please call our customer services department at **860-727-3034** (Hartford) or **203-869-6900** (Greenwich).

La moratoria para cancelar el servicio finaliza el 1 de mayo

La moratoria estatal que regula la cancelación del servicio de gas finaliza el 1 de mayo de 2009. Las familias que tienen dificultad para pagar sus facturas de gas y no se hayan registrado para recibir la ayuda para el pago de energía tendrán que llamar al centro de servicio al cliente al **860-524-8361** para acordar una forma de pago. ¡Llame ahora mismo! Para más información sobre cómo obtener ayuda para pagar su factura de gas y otros problemas relacionados con el uso de energía, marque el 211 para INFOLINE (Línea de Información).

Sus Derechos

Si se enfrenta con la terminación del servicio y desea recibir una copia de sus derechos como cliente de Connecticut Natural Gas, por favor llame a nuestro departamento de servicio al cliente al **860-727-3034** (Hartford) or **203-869-6900** (Greenwich).

No fee gas bill payment locations

For your convenience, no-fee gas bill payments for CNG customers may be made at these community locations:

HARTFORD

CT State Check Cashing,
876 New Britain Avenue,
1291 Albany Avenue,
3281 Main Street, 161
Albany Avenue, 103
Maple Avenue and 455
Farmington Avenue;
Wishing Well Laundromat,
314 Farmington
Avenue.

NEW BRITAIN

CT State Check Cashing,
208 East Main Street &
176 Columbus Boulevard;
Stop N Save, 860 Stanley
Street.

EAST HARTFORD

Hi Tech Wireless,
579 Burnside Avenue.

MANCHESTER

Westown Pharmacy,
455 Hartford Road.

GREENWICH

East Putnam Variety,
88 East Putnam Avenue.

Safety information about buried pipelines

We all live, work or visit areas served by natural gas pipelines. Since pipelines are buried underground, line markers are sometimes used to indicate their approximate location along the route. The markers display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency.

Markers, however, only indicate the general location of a pipeline and cannot be relied upon to indicate the exact position. Because many pipelines do not have markers, it is critical that anyone planning an excavation activity should contact Call Before You Dig (1-800-922-4455) prior to starting the excavation. (See related story.)

Our representatives work closely with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills. These exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated and made available to state authorities.



Our representatives also work with industry groups to continually enhance pipeline safety and training methods. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents.

As new technologies are developed in pipeline design, construction, inspections and operations, our company will continue to invest in pipeline integrity programs that will allow for the safe and secure delivery of your natural gas supplies.

For more information about natural gas safety, visit our Web site at www.engcorp.com.

Be sure to call before you dig

Planning an excavation project once the weather warms up? If so, be sure that you or your contractor calls the statewide Call-Before-You-Dig (CBYD) hotline at **least two working days** before the digging starts, as required by law.

This information allows our company and other utilities to mark out their facilities in the area of the excavation project. This one call can help prevent injuries and damage to underground facilities.

Failure to comply may cause an accident and result in legal penalties!

The CBYD hotline number is:

1-800-922-4455

Visit the CBYD Web site at www.cbyd.com



NATURAL GAS grills great! Convenient, too. Call us at 860-727-3085 for more information about the benefits of new natural gas grills.