



January 2009

CONNECTICUT NATURAL GAS News & VIEWS

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

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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

Programs that provide help



Winter is here, so customers will use higher volumes of natural gas to keep their homes warm, which raises gas bills.

CNG recognizes that many households may encounter difficulties

keeping up with their gas bill during the heating season, especially in the current recessionary economy. Programs are available that can help depending on household incomes.

CNG's Matching Payment Plan

The Matching Payment Plan helps CNG residential heating customers lower high gas bill debt. *A customer must first apply for and receive energy assistance in order to qualify. Energy assistance applications are available at local community action agency outreach sites. (See list on back panel).* CNG will match every dollar paid by a qualifying customer, or on the customer's behalf, (up to a zero balance) if the customer successfully completes the plan. Under the MPP, the customer pays a portion of their bill, energy assistance pays a portion and CNG pays a portion. This payment plan leverages every dollar a customer pays to reduce their gas bill debt. Customers on the plan last year

who did not complete the payment arrangement may still qualify for assistance. Call (860) 727-3555 for more information, or dial 211.

Budget Billing

This plan is available to any CNG residential heating customer who wants to spread their annual natural gas costs into 12 equal payment installments. CNG will adjust the budget periodically to reflect changes in gas supply costs and weather patterns. For more information about the budget billing option, call (860) 524-8361.

Payment Arrangements

CNG offers payment arrangements for those residential heating customers who fall behind on gas bill payments but can't qualify for energy assistance. Contact our customer information department at (860) 727-3034 to discuss a payment arrangement schedule designed to help keep the gas on.

Operation Fuel

Operation Fuel provides heating assistance for natural gas customers who cannot qualify for energy assistance because they exceed income guidelines. For more information, call Infoline at 211.

Winter maintenance practices

BE CAREFUL about snow and ice buildup outside your home. Accumulations can block your home's furnace and appliance vents. Natural gas equipment needs to be properly vented to the outside to ensure safe operation. Most gas equipment vent from the roof, but some also vent from other parts of your home. Periodically check outside your home to make sure neither furnace nor appliance vents are blocked by ice and/or snow buildup.

CHECK YOUR CO DETECTOR!

Every home using natural gas or other fossil fuel should utilize a carbon monoxide (CO) detector to guard against the dangers of CO poisoning, which can occur if a heating system is operating incorrectly. As we herald in the new year, check your home's CO detector to make sure it is still in working condition. CO detectors generally have a shelf life of 5-7 years, depending on the unit type. Consult the manufacturer's manual to see how to determine if the unit still works. If you haven't installed one yet, visit your local home improvement center and purchase a unit so your family is protected from the hidden danger of carbon monoxide.

Home Energy Solutions help older homes stop wasting energy dollars

The Home Energy Solutions program helps older homes save energy dollars. The program is available to CNG's residential heating customers through the Connecticut Energy Efficiency Fund (CEEF) and local natural gas and electric utility companies for a low-cost \$75 fee payable directly to the authorized program contractor. The program is best for homes 25 years or older – properties that offer the greatest opportunity for energy savings. The program contractor will conduct a home energy assessment to identify both gas and electric savings opportunities and explain alternatives, applicable rebate programs, tax credits and financing options on eligible homes. To schedule an appointment, call (877) 947-3873.



Energy assistance outreach locations

HARTFORD

842 Park Street; 395 Wethersfield Avenue; 1229 Albany Avenue (860) 560-5800

NEW BRITAIN

336 Arch Street (860) 225-1084; 121 Broad Street – Polish clients only (860) 612-1784, 55 Pearl Street – seniors only (860) 826-3553

AVON/CANTON

60 West Main Street (860) 409-4346 (by appointment only)

BERLIN

191 Pratt Street, Meriden (203) 235-0278

BLOOMFIELD

330 Park Avenue, 2nd floor (860) 242-1895

EAST HARTFORD

1137 Main Street (860) 560-5800

FARMINGTON

55 South Street, Bristol (860) 582-7490

GLASTONBURY

300 Welles Street (860) 652-7638

GREENWICH

101 Field Point Road (203) 622-3800

MERIDEN

91 Pratt Street (203) 235-0278

MANCHESTER

479 Main Street (860) 647-3095

NEWINGTON

120 Cedar Street, (860) 665-8778

ROCKY HILL

699 Old Main Street (860) 258-2799 or (860) 258-2724

SIMSBURY

748 Hop Meadow Street (860) 658-3283

WEST HARTFORD

50 South Main Street (860) 561-7563

WETHERSFIELD

505 Silas Deane Highway (860) 721-2977

WINDSOR

599 Mantianuck Avenue (860) 285-1844