



March 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

Issue paid for by

Shareholders &
Ratepayers

Pipeline maintenance: Who's responsible

Federal and state regulations mandate that CNG and other gas distribution companies maintain gas lines up to and including the gas meter.

Pipe maintenance on the *customer's* side of the gas meter is the responsibility of the gas user or the property owner.

If you have installed a gas line on your (the customer's) side of the meter, please note that it is your responsibility to know where the gas lines are located. Paint and check these lines on a regular basis. Proper maintenance is important to your safety and to the safety of others in your area. Buried gas lines that are not maintained are subject to the potential hazards of corrosion and leakage. If your gas lines are made of metallic material, periodically inspect



for corrosion; and always check for leaks regardless of the material.

Unsafe conditions should be corrected immediately.

Also, if you plan any excavation work on your property, remember that the statewide Call Before You Dig program (1-800-922-4455) is set up to locate utility-owned, not customer-owned, gas lines. So, make sure you locate and mark

where your gas lines are buried before your excavation contractor begins work. Insist that your contractor use hand tools when digging around natural gas lines.

Use the Yellow Pages to find a list of licensed and qualified contractors capable of performing gas line locating services, repairs and leak surveys. For more information from CNG, please call 860-727-3395.



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.



www.CTSavesEnergy.org

WH rebate offer, page 2

Stealing natural gas hurts everyone



Theft of natural gas service costs every ratepayer money and compromises safety. Stealing gas costs us and our customers thousands of dollars each year because losses through theft are an operating expense that is passed on to customers in their bills, as the law permits. Stealing gas is a crime. We continually work with local law enforcement authorities to catch and prosecute gas thieves. Someone convicted of gas theft, can receive up to five years in jail and be fined as much as \$5,000. If you suspect or know of someone who is stealing natural gas, please call our "We Want to Know" telephone hotline. Your call is confidential. The toll-free number is:

1-800-860-3309

Matching Payment Plan (MPP) deadlines will be here soon. Sign up now. Dial 211 to get started.





Your water heater is one of the biggest energy users in your home. Here is information about a new generation of natural gas water heating equipment that can cut fuel costs, and also information about using hot water safely.



Rebates available for certain water heaters

On-demand and indirect water heating technologies can help reduce energy use and lower fuel bills. Even better, this advanced natural gas water heating equipment comes with rebates of \$300 for qualifying models!

On-demand tankless units and indirect units are much more energy efficient than the traditional storage tank water heaters found in most homes. As a result, the Connecticut Energy Efficiency Fund and the state's regulated natural gas utilities are offering rebates to customers to encourage replacing storage tank models with the more energy efficient on-demand tankless and indirect water heater models.

The \$300 rebate is available to residential natural gas customers installing qualifying indirect water heaters attached to ENERGY STAR[®] rated natural gas boilers (85% efficient or greater) or qualifying on-demand natural gas-fired tankless water heaters (.82EF with electronic ignition). The equipment must be purchased and installed between January 1 and December 31, 2009.

For an application and additional information, please visit our web site at: www.cngcorp.com. Select "Your Home", then "Energy Conservation" and then "Residential Water Heater Program." Or, call **1-877-WISEUSE** (1-877-947-3873).

Monitor your water heater temperature

The Home Safety Council (HSC), a national non-profit organization dedicated to home-related injuries, warns that 75% of adults in the United States fail to recognize the danger hot tap water can cause in the home. Scalding hot water in the home causes 3,800 injuries and 34 deaths nationwide annually, most involving small children and the elderly. Scalding water can cause third-degree burns in as little as one second.

Check the settings on your home's water heater. Ideally, your water heater should be set no higher than 120 degrees Fahrenheit, according to HSC. If it is set higher, turn it down, following the manufacturer's directions. Some other safety tips:

- Consider using an anti-scalding device, which can help prevent scald burns in the tub or shower.
- Supervise children in a tub closely.
- Keep children away from the range when cooking, and use heavy pot holders.
- Treat a minor burn immediately with cool running water for 3 to 5 minutes. Do not apply ice, which can damage skin; do not apply butter or lotions. Apply a sterile bandage and seek medical treatment if the scald is serious. Additional home safety information can be found on the HSC Web site at: www.homesafetycouncil.org



Natural gas fireplace inserts provide clean, dependable maintenance-free space heating with lots of ambiance. For more information, call us at **860-727-3085**.