



November 2008

CONNECTICUT NATURAL GAS News & VIEWS

Service/Billing
(860) 524-8361
GREATER 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.

Matching Payment Plan signups begin this month

The first cold blasts of winter weather have already arrived, and we recognize that some families may face a challenging time keeping up with gas bill payments as the heating season progresses.

Customers who anticipate trouble meeting their gas bill payments this winter should consider applying for CNG's Matching Payment Plan (MPP).

To be eligible, a customer must be a CNG heating customer and apply (and qualify) for energy assistance.

CNG will match every dollar paid by you or on your behalf (up to a zero balance) if you successfully complete the plan. So, you pay a portion, energy assistance pays a portion and we pay a portion. If you qualify, you may have to pay for only about one-third of your gas heating expense. Applying is easy and confidential. Call us at 860-727-3555 or 860-727-3034; or dial 211.

Customers also may be eligible to receive help from a community fuel bank. For a list of fuel banks around the state and for eligibility requirements, dial 211.



Our Matching Payment Plan helps qualified customers keep their gas bills current.

IBERDROLA purchase of Energy East approved

IBERDROLA S.A. has completed its acquisition of Energy East following approval by the New York State Public Service Commission. Energy East is the parent company of Connecticut Natural Gas (CNG).

The acquisition previously received approval from regulatory authorities in Connecticut, Maine and Massachusetts; from the Federal Energy Regulatory Commission; and from Energy East shareholders.

CNG will continue to operate under its current name, and no significant changes are expected in the delivery of natural gas and energy services to CNG customers.

IBERDROLA, a global energy company headquartered in Bilbao, Spain, is the world's leading wind energy company and developer of renewable energy projects and is recognized as one of the world's 100 most sustainable companies.

Your Rights

If you are faced with termination of service and wish to receive a copy of your rights as a customer of CNG, call our customer services department at the number below:

Sus Derechos

Si se enfrenta con la terminación del servicio y desea recibir una copia de sus derechos como cliente de La CNG, por favor llame a nuestro departamento de servicio al cliente al:

1-860-727-3034 HARTFORD

1-203-869-6900 GREENWICH



An Energy East Company



LOOKING FOR A UNIQUE HOLIDAY GIFT that's also practical? Consider giving the "Gift of Warmth" from Connecticut Natural Gas. To place an order, Call us at the number below. Identify the recipient's name and address and pre-pay the amount you choose. We'll then mail a receipt to the recipient, letting them know that the funds have been applied toward their gas bill in your name. For more information or to place an order, call us between 8:00 a.m.-6:00 p.m. Monday through Friday at the number in your area.

1-860-524-8361 HARTFORD

1-203-869-6900 GREENWICH

BUNDLE UP YOUR HOME for the winter months to best manage your heating bill. Try these simple weatherization steps to hold the heat in and keep the cold out:

- Check doors and windows for drafts. A throw rug or door stop placed at the bottom of a drafty door can effectively control air flow. Inexpensive plastic sheets available at most home improvement stores can insulate leaky windows.
- Regularly check furnace filters. Clean or replace if they are dirty to maintain high furnace efficiency.
- Keep your heating supply and return registers clean and free of obstructions such as furniture or drapes.
- Install an automatic set-back thermostat.
- Open blinds and drapes on south-facing windows during the day to let solar heat in; close them at night and on cloudy days.



THEFT OF NATURAL GAS SERVICE IS A CRIME that is prosecuted to the fullest extent of the law. **Someone convicted of gas theft can receive up to five years in jail and be fined as much as \$5,000.** Gas theft affects every customer's pocketbook. It also is a safety hazard – a non-professional who tampers with a gas meter compromises the safety of anyone nearby. Theft of natural 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. We continually work diligently with the local law enforcement authorities to catch and prosecute gas thieves. You can help, too. 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.**