



October 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



## Warm Thy Neighbor

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

## Energy assistance process starts earlier this year

### The Connecticut energy assistance program has begun to take applications to certify hardship.

In past years, the energy assistance application process began in November to coincide with the start of the state moratorium on service shutoffs for hardship utility customers.

The earlier start was a response to national forecasts of higher costs for all fossil fuels this heating season.

To apply for energy assistance, contact your local community action agency (see list at right).

### WHAT TO BRING

When applying, please provide the following documentation:

- Proof of income – last four pay stubs (two if paid biweekly)

and/or worker's compensation benefits; Social Security and/or SSI and veteran's benefit verification; pension verification; current bank statements; current unemployment printout.

- Social Security cards for all members of your household
- Birth certificates for all members of your household
- Picture ID
- Section 8 lease (if any)
- Your gas bill
- Recent rent receipt
- Landlord information (name, address, phone)

### Note:

The CNG Matching Payment Plan (MPP) application process does not begin until November. Watch for MPP information next month.

## Here's where to apply

Energy assistance applications are available at these community action agencies:

**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/Unionville:** 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 (860-258-2799/2724)

**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)

### INCOME GUIDELINES 2008-09 ENERGY ASSISTANCE

| Household Size                               | 1        | 2        | 3        | 4        | 5        | 6        | 7        | 8        |
|--|----------|----------|----------|----------|----------|----------|----------|----------|
| Annual Income CEAP <sup>1</sup>              | \$15,600 | \$21,000 | \$26,400 | \$31,800 | \$37,200 | \$42,600 | \$48,000 | \$53,400 |
| Annual Income Elderly, Disabled <sup>2</sup> | \$20,800 | \$28,000 | \$35,200 | \$42,400 | \$49,600 | \$56,800 | \$64,000 | \$71,200 |
| Annual Income CHAP <sup>3</sup>              | \$29,272 | \$38,279 | \$47,286 | \$56,293 | \$65,300 | \$74,307 | \$75,996 | \$77,684 |

<sup>1</sup> 150% of federal poverty guidelines <sup>2</sup> 200% of federal poverty guidelines

<sup>3</sup> 60% of state median income guidelines

## Is your furnace set for the heating season?

Have you checked your heating system yet to make sure it is operating properly for the cold weather months ahead? Try this do-it-yourself test to determine if your furnace or boiler is ready to go.

- ✓ Turn up the thermostat to a high setting so the unit starts up.
- ✓ Wait about 15 minutes and check the registers (or radiators). If you can feel the heat, you're all ready.
- ✓ Reset your thermostat to its normal setting. **If you don't feel heat, check your emergency switch and make sure it is set to the "on" position.**
- ✓ If you have a forced air heating system with central air conditioning, you may need to switch it to the "heat" setting.
- ✓ Please be aware that the first time your heater starts up, you may notice a slight odor of something burning. It is probably from dust that has accumulated since the last heating season, and it will go away in short order.

✓ If your furnace still doesn't come on, call us in the Greater Hartford area at (860) 524-8361, or (203) 869-6900 in Greenwich to schedule a service appointment.

## Our community partnerships

For 160 years, CNG and its predecessor companies have been an integral part of the local community. We have partnered with local organizations to strengthen and serve through corporate philanthropy and through the volunteer efforts of our employees. During 2008, we have supported a diverse cross section of community organizations and events in the towns we serve, including:



American Cancer Society; [Best Buddies](#); Bloomfield High School; [Boys & Girls Club of Hartford](#); Capitol Region Education Council; [Central Connecticut Bicycle Alliance](#); Community Health Services; [Connecticut Audubon Society](#); Connecticut Brain Tumor Alliance; [Connecticut Collaborative for Volunteerism](#); Connecticut Council for Philanthropy; [Connecticut Puerto Rican Forum](#); CT River Watershed Council; CT

[Zoological Society](#); East Hartford Chamber of Commerce; [East Hartford High School](#); East Hartford Little League; [East Hartford Senior Legion Baseball](#); Easter Seals Greater Hartford Rehab Center; [Festival of Trees & Traditions](#); Focus on Kids, Inc.; [Girl Scouts of Connecticut](#); Goodwin College Foundation; [Greater Hartford Arts Council](#); Greenwich Blues Hockey Association; [Greenwich Youth Football](#)

[League](#); Hartford Habitat; Hartford Gay & Lesbian Health Collective; [Hartford Marathon Foundation](#); Hockanum Elementary School; [Holy Family Passionist Retreat Center](#); Interval House; [Junior Achievement](#); [Kiwanis Club of Windsor](#); Lambda Legal; [MARCH, Inc.](#); March of Dimes; [Mark Twain House & Museum](#); Rising Star of Hartford; [Muscular Dystrophy Association](#); Nature

Conservancy; [Operation Fuel](#); Ritter Fall Charity Classic; [Riverfront Recapture](#); Rockville Elks Lodge #1359; [Rocky Hill Parks & Recreation](#); St. Francis Hospital; [St. Lutheran Church](#); Salvation Army of Greater Hartford; [UCONN Athletics](#); Unico/Keane Foundation; [United Way](#); Urban League of Greater Hartford; [Van Zelm Heywood & Shadford](#); West Hartford Chamber of Commerce; [YMCA of Hartford](#).