



# CONNECTICUT NATURAL GAS News & VIEWS

July/August 2008

#### 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](http://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.



## Equal payment plan aids household fuel budgeting

Our budget billing plan spreads your gas bill payments into equal installments over the course of the year. We provide this service to help our customers avoid the high and low billing swings associated with seasonal heating usage.

We base the budget payment on a household's previous usage patterns and normal weather. The plan is optional, there is no charge for this service, and you can cancel at any time. Only CNG residential heating customers whose accounts are current are eligible to participate in our budget billing plan.

Budget accounts are reviewed periodically. To account for any changes in usage patterns, we adjust the monthly budget payment amount to help customers avoid a large settlement balance in August. At the end of the budget year, we will bill you for any amount still owed, or credit your account with any difference.

### Your new budget amount will appear in the the September bill.

If you'd like to join the budget billing plan, visit us online at [cngcorp.com](http://cngcorp.com). Choose **Your Account**, then **Online Account Access**, then **Online Services** (located on the left side of the web page) and look for the budget bill payment plan. Or, call (860) 524-8361 or (203) 869-6900 during normal business hours.

CNG's current budget year ends in August. The next budget year begins in September. Already a budget customer? Then no further action is necessary. Just keep paying the budget amount that appears on your bill.



Conservation programs such as the one listed on page 2 are sponsored by CEEF and funded by customers of the state's regulated natural gas and electricity companies.

## THE GAS LOG EXPERIENCE

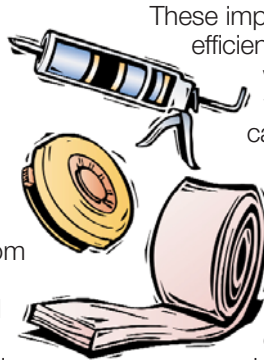
Gas logs are elegant, efficient and functional. They burn clean and add warmth and ambiance to any room. For more information, call (860) 727-3085



“ This loan program is a cost-effective way to improve your dwelling’s fuel efficiency. ”

## Energy conservation loans available for residential weatherization projects

The Connecticut Department of Economic and Community Development’s Energy Conservation Loan (ECL) program makes it easier than ever to finance your home’s energy improvement projects. The program, with subsidies from the Connecticut Energy Efficiency Fund (CEEF) and the state’s regulated natural gas and electricity companies, makes below-market rate financing available to qualified individuals for single family properties (1-4 residential units) and multi-family properties (5 or more residential units) for eligible energy conservation improvements.



These improvements include high-efficiency furnaces and boilers, water heaters, replacement windows, siding, insulation, caulking, weather stripping and more! Interest rates are based on income, family size and property location. The program, in its 29th year, has provided millions in conservation loans to state residents since the program’s inception. The program is administered through the Connecticut Housing Investment Fund (CHIF). For more information, contact CHIF toll-free at 800-992-3665 or 860-233-5163, or visit online at [www.chif.org](http://www.chif.org).

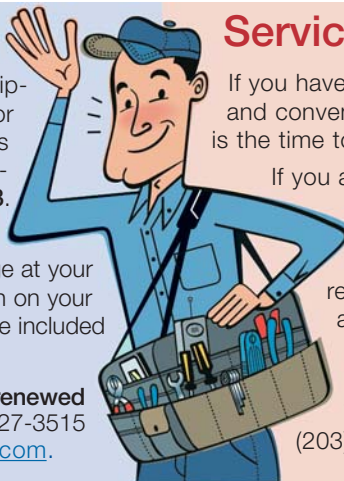


### Service plan renewals

CNG service plans cover heating equipment, water heaters, gas appliances or natural gas piping systems. Current plans will expire on **August 31, 2008** and automatically renew on **September 1, 2008**.

As a convenience to our customers, we will continue to provide service coverage at your address without the need for any action on your part. Simply pay the service plan charge included on your September or October bill.

If you do not wish to have your plan renewed automatically, contact CNG at (860) 727-3515 or send an e-mail to [cdixon@ctgcorp.com](mailto:cdixon@ctgcorp.com).



### Service plan signups

If you haven’t yet experienced the benefits and convenience our service plans offer, now is the time to either consider adding coverage.

If you already have a basic plan, consider adding annual maintenance to your coverage. Natural gas equipment manufacturers recommend annual maintenance for all heating, hot water and piping system equipment to ensure good operational efficiency.

To sign up, call (860) 727-3515 or (203) 869-6900.

#### hartford

**Express Latino #2**,  
293 Franklin Avenue  
**Connecticut 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

## No fee gas bill payment sites

#### east hartford

**Hi Tech  
Wireless**,  
579 Burnside  
Avenue

#### greenwich

**East Putnam  
Variety**,  
88 East Putnam  
Avenue

#### manchester

**Westown  
Pharmacy**,  
455 Hartford  
Road

#### new britain

**Stop N Save**,  
860 Stanley  
Street  
**Pager Plus**,  
240 Main Street  
**Connecticut  
State Check  
Cashing**  
208 East Main  
Street