



September 2008

CONNECTICUT NATURAL GAS News & VIEWS

Have you winterized yet?

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.

Prepare now before the cold weather arrives

Cold weather can arrive suddenly here in New England. Don't wait until that first blast of cold air

is here to prepare. There are a lot of inexpensive and simple things you can do to ready your home for the heating season.

Start with a walk-through energy audit of your home.

Grab a pen and paper and start walking. Focus on fixes in areas where air leaks into the home – windows, doors, wall switches, hatchways and electric outlets on exterior walls.

Check your thermostat.

Is it an automatic set-back thermostat? If not, consider getting one. Once you program it, this kind of



thermostat will help reduce energy use by automatically lowering the temperature when you're away from home or overnight. You can buy an automatic set-back thermostat at your local home improvement center.

Examine your water heater. Is it insulated? Is your hot water piping insulated? If not, consider doing both insulation projects. Your water heater is the second largest energy consumer in your home.

In the market for a new

appliance? Shop for an ENERGY STAR® model to maximize efficiency and look for Energy-Guide labels for information on operating costs.

Has your heating equipment been serviced since last

heating season? Yearly tuneups ensure peak operating performance. To schedule a tuneup, call us at (860) 524-8361.

Consider participating in our budget billing plan.

Budget billing spreads your annual gas costs into 12 equal payments, adjusted periodically to reflect changes in gas supply costs and weather patterns. Call (860) 524-8361 (Hartford) or (203) 869-6900 (Greenwich) for more information.



Did you know that replacing a standard bathroom showerhead with a high efficiency model can reduce greenhouse emissions by approximately 410 lbs. annually!



Secretary of State
Susan Bysiewicz

reminds you to
Register to Vote!
To vote on Nov. 4,
you must register by
Oct. 21, 2008.

For more information,
www.sots.ct.gov



Pipeline Safety

OUR GAS LEAK NUMBER
(866) 924-5325
CALL BEFORE YOU DIG NUMBER
(800) 922-4455

Many of us work or live in areas served by interstate natural gas transmission pipelines. Those buried transmission pipelines often run through rights-of-way on private property and not paved streets. Line markers are often used to indicate the approximate pipeline location and to provide information about the pipeline owner, the product, and an emergency phone number for the owner. Most of our local natural gas distribution pipes run beneath paved streets, have service lines running to buildings, and do not normally have above-grade markers. It is critical whenever you plan to excavate that you contact CT Call-Before-you-Dig to have all underground gas lines and other utilities located and marked to avoid damaging them.

We work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills. These exercises test procedures, logistics, communications and more. Emergency plans and procedures are periodically updated and made available to state authorities.

We also work with industry groups to continually enhance pipeline safety and training methods. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents. And, as new technologies are developed in pipeline design, construction, inspections, and operations, we will continue to invest in pipeline integrity programs that will allow for the safe and secure delivery of natural gas.



Pipeline markers show the location of underground transmission facilities.

transmission line or CNG's local distribution system, is accidental damage during excavation. Even minor damage such as a gouge, scrape, dent, or crease to a pipeline or its coating may cause a leak or failure. To protect pipelines and other underground facilities, the law requires that all excavators contact Call Before You Dig (CBYD) at 1-800-922-4455 before excavation work begins on public or private property. CBYD will contact all utility operators of underground facilities in the immediate area so the location of pipelines can be marked prior to excavation. This service is performed at no cost to you.

Gas mains often run under the paved area of streets, but they also can run along the grass on either side of the street, under the sidewalks or through a right-of-way on private property granted to the utility. Gas services usually run on the property to serve buildings. Don't assume where the gas lines are located. You must call CBYD when excavating anywhere to insure where gas lines are located and marked. Respect the marks! CBYD can also provide excavators with specific details regarding precautions required in addition to having the location of underground facilities marked. Failure to comply with the law can

Know what you are digging into

The greatest risk to underground gas pipelines, whether an interstate

jeopardize public safety, result in costly damages and fines.

GAS LEAKS

A gas leak is usually recognized by smell, sight, or sound.

SMELL – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

SIGHT – You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND – You may hear an unusual noise like roaring, hissing or whistling.

What you should do if you suspect a leak

- MOVE to a safe environment.
- CALL us immediately.
- DO NOT smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

More sources of information about pipeline safety:

Call Before You Dig

www.cbyd.com

Office of Pipeline Safety

<http://ops.dot.gov>

American Gas Association

www.aga.org

Common Ground Alliance

www.commongroundalliance.com

Northeast Gas Association

www.northeastgas.org