



December 2009

CONNECTICUT NATURAL GAS News & VIEWS

Winter heating outlook

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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.

As the heating season arrives on our doorstep, we wanted to let you know what you can expect with regard to natural gas supply and prices this winter.

PRICE AND SUPPLY

We anticipate that natural gas customers can expect lower bills on average this winter compared to last year. Plentiful domestic natural gas supplies and lower prices are expected to drive bills down this winter and provide welcome relief during these difficult economic times.

In its most recent forecast, the U.S. Department of Energy's Energy Information Administration (EIA) stated that the total amount paid for natural gas consumed by a representative residential customer this coming winter will be lower than last winter. Here in Connecticut, it is anticipated that natural gas supply prices will remain stable for the heating season, barring any unforeseen changes in the energy markets.

To help keep your heating bills as low as possible, we constantly work to buy the most reliable and lowest cost natural gas supplies available in the competitive marketplace for our customers. If there are any significant reductions in the cost of natural gas during this heating season, those savings are passed along directly to our customers through the purchased gas adjustment mechanism on your gas bill. Please remember that CNG passes along natural gas costs directly to its customers and makes no profit on the sales of the natural gas commodity. Natural gas continues to be a solid energy value when compared to other fuels.



THE WEATHER EFFECT

Monthly heating bills are affected not only by the per-unit price of natural gas, but also by how much a household uses. If the weather turns really cold, you'll use more natural gas to stay warm, which increases your bill. See next page for tips on how to manage your fuel bills this winter.



Season's Greetings!

FROM CONNECTICUT NATURAL GAS

HOLIDAY

SCHEDULE 2010*

January 1

FRIDAY

New Year's Day

February 15

MONDAY

President's Day

April 2

FRIDAY

Good Friday

May 31

MONDAY

Memorial Day

July 2 and 5

FRIDAY & MONDAY

Independence Day

September 6

MONDAY

Labor Day

November 11

THURSDAY

Veteran's Day

(GREENWICH OFFICE ONLY)

November 25

THURSDAY

Thanksgiving

December 23

THURSDAY

Christmas Eve

(EAST HARTFORD OFFICE ONLY)

December 24

FRIDAY

Christmas Day

December 31

FRIDAY

New Year's Day 2011

* Tentative schedule, subject to change

Save money!

Here's a reminder about some simple, no-cost steps you can take to help cut your household fuel use, which saves you money.

- Approximately 16% of an average home energy bill goes just for heating water. Use cold water when washing clothes.
- Take a five-minute shower instead of a bath to reduce hot water use.
- Do only full loads when you use the clothes washer or dishwasher to avoid wasting hot water.
- Check the temperature on your water heater. It should be set at "warm," or a thermometer held under running water should read no more than 120°. If it's higher, lower the temperature on your water heater thermostat.
- If you have a warm air heating system, check the furnace filter each month. Clean or replace it as needed. Dirty filters block air flow through your heating equipment, increasing your energy bill and shortening the equipment's life.
- Set your heating thermostat to 55° or lower while you're away and also at bedtime.
- If you have a fireplace, close the fireplace damper when not in use. Consider installing glass doors on the fireplace.
- When cooking, keep the lids on pots. Better yet, use a microwave oven instead of a conventional range or oven.

Stay safe!

- Don't use your range or oven to stay warm. Ranges and ovens are designed for cooking and baking, not for heating your home. Teach your children how to use the range and stove safely, too.
- Turning down your thermostat a few degrees is still the best way to lower a household's fuel bill. *Please be cautious!* Don't turn it down too far if someone in your home is a hypothermia risk – typically the elderly, infants or the sickly. Hypothermia occurs when body temperature drops below normal. Telltale signs of hypothermia include excessive shivering, drowsiness, speech difficulties, irregular heartbeat and unconsciousness. Should these conditions occur, seek medical help immediately!
- Install a carbon monoxide (CO) detector in your home. CO is odorless, colorless and tasteless and can occur if your heating system isn't working properly, or if there is inadequate venting. CO detectors are available from your local home improvement store.