

News & views

CONNECTICUT NATURAL GAS

February
2010



Service/Billing
(860) 524-8361
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 #51-392056
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.



IMPORTANT DATES

The last day CNG residential natural gas customers can apply for state energy assistance benefits is Monday, **May 3, 2010**. If you need help with your gas bill payment, call your local community action agency as soon as possible to schedule an appointment to determine if you qualify. A list of agencies appears on the reverse side.

The last day a qualified CNG residential heating customer may apply for help from CNG's Matching Payment Plan (MPP) is Friday, April 30. Applicants must first be certified by energy assistance in order to participate in MPP. For more information about the MPP, call 860-727-3034.

Your service options

Natural gas equipment burns cleanly and efficiently. However, there are times when problems may occur unexpectedly and your equipment may need fixing. There are two ways to obtain service.

Service plans are still the best most economical way to guard against unexpected failure of your natural gas heating equipment. With a service plan, one price covers most parts and repair services. We offer several service plans which meet different needs. Call us at the number listed below in your area for more information.

Pay as you go is another option. Our professional service staff will service and repair most natural gas equipment on an as-needed basis at competitive rates approved by the Department of Public Utility Control.

Call 860-524-8361 in the Greater Hartford area or 203-869-6900 in Greenwich for more information.

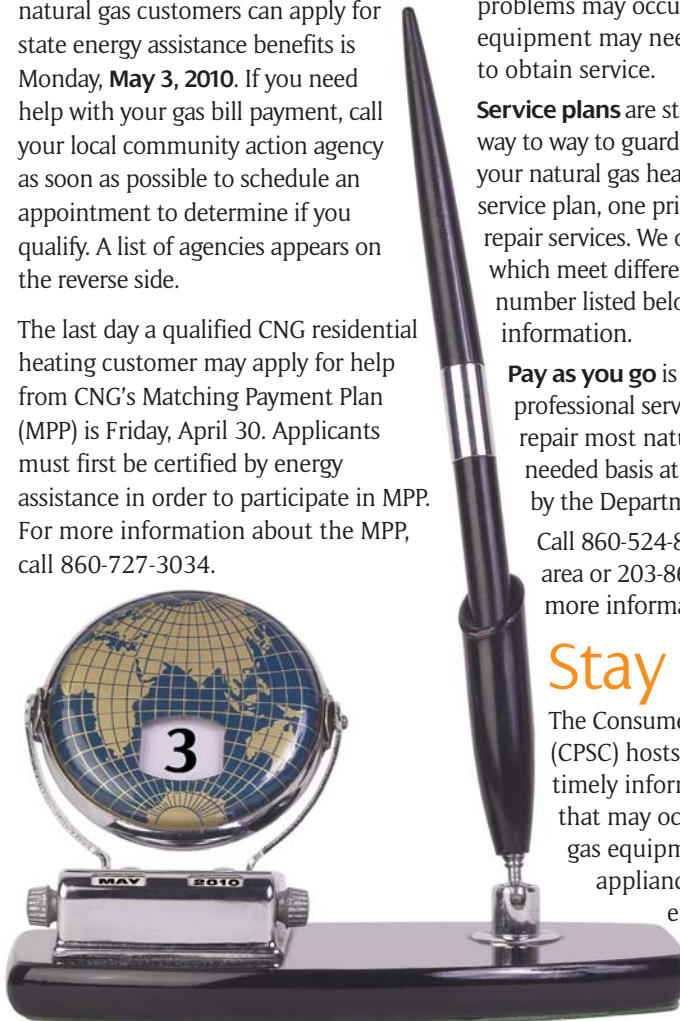
Stay informed

The Consumer Product Safety Commission (CPSC) hosts a Web site that provides timely information about any recalls that may occur pertaining to natural gas equipment and other household appliances. CNG customers are

encouraged to visit the CPSC

Web site periodically at

<http://www.cpsc.gov>



We love our gas fireplace!

A natural gas fireplace provides dependable, clean warmth with virtually no mess. To learn more, call us at 860-727-3085.

COLD WEATHER AND YOUR STOVE

YES, IT IS COLD OUTSIDE! But no matter how cold it gets, never use your stove or oven as a space heater. They are designed to cook your family's food not to heat your home. Using a range or oven as a heating unit is a dangerous practice that can put your family at risk. Use your appliances to do the job they were intended to do, and please teach your children to do the same.



Revised holiday closings 2010

CNG offices in the Hartford area will be closed for the following holidays in 2010:

Friday, January 1
New Year's Day

Monday, January 18
Martin Luther King Day

Monday, February 15
President's Day

Friday April 2
Good Friday

Monday, May 31
Memorial Day

Monday, July 5
Independence Day

Monday, September 6
Labor Day

Thursday, November 25
Thanksgiving

Thursday, December 23
Christmas Eve (half-day)

Friday, December 24
Christmas Day

Thursday, December 30
New Year's Eve (half-day)

Friday, December 31
New Year's Day (2011)

ADD-A DOLLAR PROGRAM

Operation Fuel, Inc. is a program designed to help families who earn slightly more than state energy assistance guidelines allow to pay their fuel bills and stay warm. Many of our customers support this program by adding an extra dollar to their monthly gas bill payment. Some also contribute higher amounts each month by asking us to bill them for a specific amount. To do so, call us at 1-800-659-8299. This program is entirely voluntary.



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NO FEE NATURAL GAS BILL PAY SITES

As a customer convenience, no-fee natural gas bill payments for CNG customers may be made at these community locations:

HARTFORD: Express Latino #2, 293 Franklin Ave.; CT State Check Cashing, 876 New Britain Ave., 1291 Albany Ave., 3281 Main St., 161 Albany Ave., 103 Maple Ave. 455 Farmington Ave.; Wishing Well Laundromat, 314 Farmington Ave.

NEW BRITAIN: CT State Check Cashing, 208 East Main St.; Stop N Save, 860 Stanley St.; Pager Plus, 240 Main St.

EAST HARTFORD: Hi Tech Wireless, 579 Burnside Ave.

MANCHESTER: Westtown Pharmacy, 455 Hartford Rd.

GREENWICH: East Putnam Variety, 88 East Putnam Ave.