

News & views

CONNECTICUT NATURAL GAS

January
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.

Need help?

CNG offers various programs that help financially-stressed households keep up with their monthly gas bill payments during the heating season. Program availability depends on household incomes.

OUR MATCHING PAYMENT PLAN

The Matching Payment Plan helps CNG residential heating customers lower high natural gas bill debt. A customer must first apply for and receive energy assistance to qualify. Energy assistance applications are available at local community action agency outreach sites. (See list on back panel). CNG will match every dollar paid by a qualifying customer, or on the customer's behalf (up to a zero balance), if the customer successfully completes the plan. Under MPP, the customer pays a portion of their bill, energy assistance pays a portion and CNG pays a portion. This payment plan leverages every dollar a customer pays to reduce their natural gas bill debt. Customers on the plan last year who did not complete the payment arrangement may still qualify for assistance. Call 860-727-3555 for more information, or dial 211.



PAYMENT ARRANGEMENTS

We offer payment arrangements for those residential heating customers who fall behind on natural gas bill payments but can't qualify for energy assistance. Contact our customer information department to discuss a payment arrangement schedule designed to help keep the gas on. Call 860-727-3034 to discuss your particular situation.

BUDGET BILLING

A budget billing option is also available for customers who want to spread their monthly gas bill payments into equal payment amounts. For more information about the budget billing option, call 860-524-8361.

OPERATION FUEL

Operation Fuel provides heating assistance for gas customers who exceed energy assistance income guidelines. For more information, call Infoline at 211.

NO FEES!

CNG customers can make no-fee natural gas bill payments at various locations throughout the region. For a complete list, visit us Online at cngcorp.com and click on "Your Account," then "No-fee Payment Sites."

ENERGY ASSISTANCE OUTREACH LOCATIONS

HARTFORD

25 Main St., 1229 Albany Ave. & 395 Wethersfield Ave., 860-560-5800

NEW BRITAIN

336 Arch St., 860-225-1084 and 55 Pearl St., 860-826-3553 (seniors only)

AVON/CANTON

60 West Main St., 860-409-4346 (by appointment only)

BLOOMFIELD

330 Park Ave. (2nd floor), 860-242-1895

BRISTOL

55 South St., 860-582-7490 (Unionville/Farmington clients only)

GLASTONBURY

300 Welles St., 860-652-7638 (appointment only)

GREENWICH

101 Fieldpoint Rd., 203-622-3800

MANCHESTER

479 Main St., 860-560-5800

MERIDEN

191 Platt St., 203-235-0278 (Berlin/Kensington clients only)

NEWINGTON

120 Cedar St., 860-665-8778

SIMSBURY

754 Hopmeadow St., 860-658-3283

WEST HARTFORD

50 South Main St., 860-561-7563

WEATHERSFIELD

505 Silas Deane Highway, 860-721-2977 (by appointment only)

WINDSOR

599 Matianuck Ave., 860-285-1844 (by appointment only)

Older homes save energy dollars through Home Energy Solutions

Over the years, homes tend to lose the capacity to use energy efficiently. That's where the Home Energy Solutions (HES) program can help. The program is available to CNG's

residential natural gas heating customers through the Connecticut Energy Efficiency Fund (CEEF) and local natural gas and electric utilities. HES is particularly effective at boosting energy efficiencies in residences that are at least 25 years old. These properties offer the greatest opportunity for energy savings, which means less money spent for fuel and more money in the homeowner's pocket. To participate, schedule an appointment (or get more information) by calling 1-877-WISE-USE (1-877-947-3873). A program contractor will conduct an energy assessment of your home to identify opportunities to save on both natural gas and electricity. The contractor will explain fuel-saving alternatives, any applicable rebate programs currently in effect, tax credits and also financing options on eligible homes. There is a low-cost \$75 fee that is payable directly to the authorized program contractor.



CONNECTICUT
ENERGY EFFICIENCY FUND
www.CTEnergyInfo.com



WINTER SAFETY TIPS

Snow and ice can build up outside your home during the winter months. Accumulations can block your home's furnace and appliance vents. Most natural gas equipment vent from the roof, but some also vent from other parts of your home. Periodically check outside your home to make sure neither furnace nor appliance vents are blocked by ice and/or snow.

Also, check the condition of your home's carbon monoxide (CO) detector to make sure it is working properly. Every home using fossil fuels should have one to guard against CO poisoning. This condition can occur if a heating system is not operating properly. Symptoms of CO poisoning include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control. If the alarm sounds or if you otherwise suspect the presence of CO, open windows and doors immediately and seek medical help. Call your fuel supplier or heating contractor to arrange an emergency inspection. To purchase a CO detector, visit a local home improvement center.

