



# News & views

CONNECTICUT NATURAL GAS

March 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](http://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.



## PIPE AND METER MAINTENANCE: WHAT'S YOURS, WHAT'S OURS

Federal and state regulations mandate that CNG and other natural gas distribution companies maintain natural gas lines up to and including the meter.

Pipe maintenance on the *customer's* side of the meter (the pipe that connects to your home – see the boxed area at the right in the photo below) is the



responsibility of the natural gas user or the property owner. If you have installed a natural gas line on your (the customer's) side of the meter, please note that it is your responsibility to know where the lines are located. Paint and check these lines on a regular basis. Proper maintenance is important to your safety and to the safety of others in your area. Buried natural gas lines that are not maintained

are subject to the potential hazards of corrosion and leakage. If your natural gas lines are made of metallic material, periodically inspect for corrosion; and always check for leaks regardless of the material. Unsafe conditions should be corrected immediately.

Also, if you plan any excavation work on your property, remember that the statewide Call Before You Dig program (1-800-922-4455) is set up to locate utility-owned, not customer-owned, natural gas lines. So, make sure you locate and mark where your

natural gas lines are buried before your excavation contractor begins work. Insist that your contractor use hand tools when digging around the natural gas lines.

Use the Yellow Pages to find a list of licensed and qualified contractors capable of performing gas line locating services, repairs and leak surveys. For more information from CNG, please call 1-860-727-3395.

OUR  
**e-bill  
option**  
THE GREEN  
WAY TO PAY

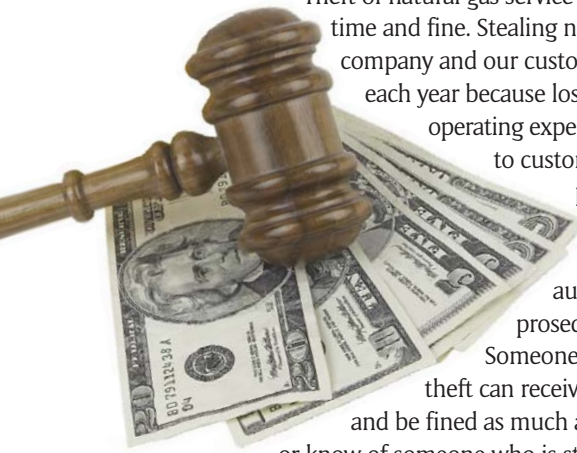
The e-bill payment option offers CNG customers an environmentally-friendly way to pay their natural gas bill. Electronic bill payment eliminates paper billing and check writing, saves money on postage, and helps prevent late bill payment. It's also convenient. To enroll, visit our Web site at [www.cngcorp.com](http://www.cngcorp.com). It's a free service.

**Deadline  
nears**

Time is running out to apply for our three-way Matching Payment Plan. Dial 211 (INFOLINE) to learn how to apply.



# STEALING NATURAL GAS IS A COSTLY CRIME



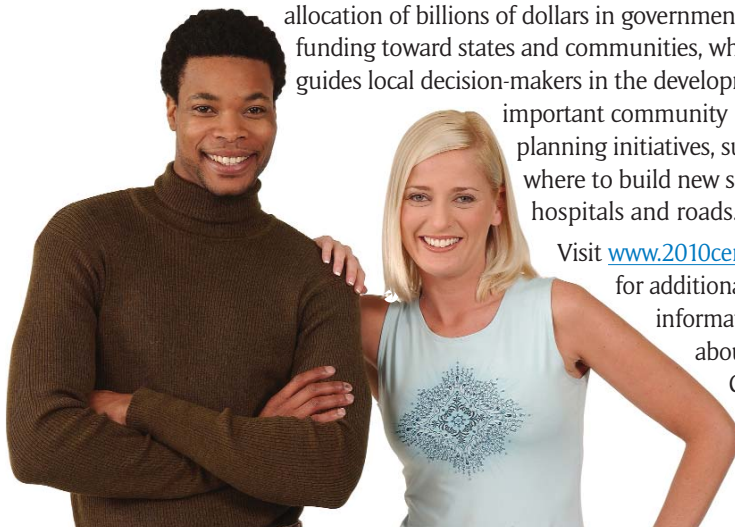
Theft of natural gas service is a crime subject to jail time and fine. Stealing natural gas costs our company and our customers thousands of dollars each year because losses through theft are an operating expense that is passed along to customers in their bills, as permitted by law. We work diligently with local law enforcement authorities to catch and prosecute natural gas thieves. Someone convicted of natural gas theft can receive up to **five years in jail** and be fined as much as **\$5,000**. If you suspect or know of someone who is stealing natural gas, please call our "We Want to Know" telephone hotline. Your call is confidential. The toll-free number is **1-800-860-3309**.

## CENSUS 2010: WE ALL COUNT!

**The U.S. Constitution** requires a national census every 10 years, and 2010 is a census year. The census is a count of everyone residing in all 50 U.S. states, the District of Columbia (Washington, D.C.) and U.S. territories, including Puerto Rico, the U.S. Virgin Islands, Guam, the Commonwealth of the Northern Mariana Islands and American Samoa. It includes people of all ages, races and ethnic groups, both citizens and non-citizens. Census workers currently are working in their communities to verify addresses in preparation for the census. Please participate. The results affect political representation and directs the allocation of billions of dollars in government funding toward states and communities, which guides local decision-makers in the development of important community planning initiatives, such as where to build new schools, hospitals and roads.

**ACCURATE CENSUS INFORMATION BENEFITS EVERYONE.**

Visit [www.2010census.gov](http://www.2010census.gov) for additional information about Census 2010.



## YOUR WATER HEATER...

Scalding hot water in the home causes 3,800 injuries and 34 deaths nationwide annually, most involving small children and the elderly, according to the Home Safety Council (HSC), a national non-profit organization dedicated to home-related injuries. Scalding water can cause third-degree burns in as quickly as one second. Ideally, your water heater should be set no higher than 120° F. If your water heater is set higher, turn it down by following the manufacturer's directions. You'll not only keep your family safe, but also reduce your fuel use and save money as well. Some other safety tips:



- Consider using an anti-scalding device, which can help prevent scald burns in the tub or shower.
- Supervise children in a tub very closely.
- Keep children away from the range when cooking, and use heavy pot holders.
- Treat a minor burn immediately with cool running water for three to five minutes. Do not apply ice, which can damage skin; do not apply butter or lotions. Apply a sterile bandage and seek medical treatment if the scald is serious. More home safety information can be found on the HSC Web site at: [www.homesafetycouncil.org](http://www.homesafetycouncil.org).