

Dear Customer,

On January 16, 2009, the Connecticut Natural Gas Corporation (CNG or the Company) filed an application with the Department of Public Utility Control (DPUC) to increase rates, in compliance with the Department's Order in CNG's recent earnings review docket.

Customers may provide comments regarding this proposed rate request by writing to the DPUC at 10 Franklin Square, New Britain, CT 06051, via e-mail addressed to dpuc.executivesecretary@po.state.ct.us or in person at one of the scheduled public hearings. The Public Comment Hearings are scheduled in Greenwich at the Greenwich Town Hall, Hayton Rm., 3rd Floor, 101 Field Point Rd., Greenwich, CT on March 19, 2009 at 6:30 pm and in West Hartford at West Hartford Town Hall, Rm. 400, 50 South Main St., West Hartford, CT on March 26, 2009, at 6:30 pm. To obtain a complete hearing schedule you may contact the DPUC at 1-800-382-4586 or access the DPUC website at <http://www.state.ct.us/dpuc/> and access Evening Hearing schedule on the Homepage. The Company's website under Bill Inserts will also provide a link to the DPUC Website for the hearing schedule. The Docket Number 08-12-06 should be included in any correspondence.

CNG has filed to adjust its rates to reflect the current economic conditions and ensure that the Company has sufficient financial strength and resources to continue to invest in critical energy infrastructure and provide safe and reliable service for its customers. Other factors contributing to the need for changes to the level of CNG's base rates include increases in bad debt, depreciation and other operating expenses, and capital requirements necessary to support infrastructure replacements and improvements.

The Company proposes a \$ 16.4 million annual base delivery rate increase, which is approximately 4.4% above the revenues produced by the Company's existing rate schedules. This would increase the typical residential heating customer's bill by approximately 17 cents a day.

CNG proposes to apply the proposed increase to both fixed and usage-based charges on customer bills. The proposed new rates will, if approved, become effective no later than June 15, 2009, after the current heating season. The Company is also proposing a decoupling mechanism that would provide a structure for the Company to proactively promote customer conservation. This decoupling mechanism, if approved, could result in either an upward or downward annual adjustment to customer bills.

If you have questions on this proposal, you can contact the Company at (860) 524-8361. Customers in the Greenwich area can call (203) 869-6900. Our representatives are available to help you Monday-Friday from 8:00 am to 6:00 pm.

