

# News & views

CONNECTICUT NATURAL GAS

JULY 2010



Service/Billing  
1-860-524-8361  
HARTFORD  
1-203-869-6900  
GREENWICH

Credit Line  
1-860-727-3034  
1-860-727-3555

Information Line  
1-860-727-3400  
1-800-437-0444

Gas Leaks  
1-866-924-5325

Marketing  
1-860-727-3535  
HARTFORD  
1-888-726-7728  
GREENWICH

Meter Reading  
1-860-727-3400

Web  
[www.cngcorp.com](http://www.cngcorp.com)

Licenses  
CT #51-392056  
Mech. 1109

Call Before You Dig  
1-800-922-4455

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.



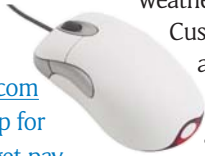
## BUDGET PAYMENT PLAN EVENS OUT MONTHLY PAYMENTS

Planning an annual home heating budget can be a daunting task, since nobody really knows for sure how cold next winter will be. The best way to

maintain a balanced household budget while staying current with your gas bill is to sign up for our budget billing plan. **Our next budget year begins in September.**

### Best way to sign up and pay

Visit us online at [cngcorp.com](http://cngcorp.com) to sign up for our budget payment plan. While you are visiting, sign up for our electronic billing option, too. E-bills save paper, eliminate the need for postage and check writing. It's fast, easy, convenient and green!



Budget billing spreads the cost of a household's natural gas use over 12 monthly installments to help our home heating customers smooth out the highs and lows during the year. To calculate each customer's budget bill payment, we factor in previous natural gas usage patterns and normal weather. The plan is optional, there is no charge for this service.

Customers may cancel their participation at any time. A customer's account must be current to be eligible for the budget billing plan.

Our customer relations department periodically reviews all budget accounts. If your natural gas usage patterns change, we will adjust the monthly budget payment amount accordingly in order to prevent a large settlement balance from occurring in August. At the end of the budget year, we will bill you for any amount still owed, or credit your account with any overpayment.

The easiest way to sign up for our Budget Payment Plan is to sign up online (see left) or call us at 860-524-8361 (Hartford) or 203-869-6900 (Greenwich) during normal business hours.

If you already are a budget customer, renewal is automatic and you need to take no action. Just continue paying the budget amount that appears on your natural gas bill. Your new budget amount will appear on your September bill statement.



**CNG  
Service Plan  
customers**  
**PLEASE NOTE**

The current fiscal year for CNG service plans, which cover residential natural gas heating equipment, water heaters, appliances, piping systems and pool heaters, will **EXPIRE** on August 31, 2010. The new fiscal year begins on September 1, 2010 and will **RENEW AUTOMATICALLY** when plan customers simply pay the service plan charge on their September or October natural gas bill. Plan customers who do not wish to renew may opt out by calling 860-727-3513.

## NOT YET A SERVICE PLAN CUSTOMER? YOU ARE MISSING OUT!

CNG natural gas service plans offer comprehensive protection for the natural gas equipment in your home. If you aren't yet a service plan customer, consider adding coverage and an annual inspection. If you already have a basic plan, consider adding an annual inspection, too. Equipment manufacturers recommend annual inspections for all heating, hot water, pool heater and natural gas piping system equipment to ensure good operation.

## REBATES AVAILABLE FOR WATER HEATER UPGRADES\*

Looking to replace an old, leaky, inefficient water heater? There's no better time than now to do so. The Connecticut Recovery Appliance Rebate Program, administered through the Connecticut Energy Efficiency Fund, is now offering rebate incentives to encourage upgrading old inefficient water heaters with eligible high-efficiency ENERGY STAR-rated units. Eligible natural gas models are at right. Call 1-877 WISE USE or visit [www.ct.gov/opm/ApplianceRebates](http://www.ct.gov/opm/ApplianceRebates) for program details/rebate forms.



### Natural gas storage water heaters

REBATE LEVEL

**\$100**

for a natural gas unit with an ENERGY STAR rating of EF .62-.66

**\$200**

for a natural gas unit with an ENERGY STAR rating of EF .67 or greater



### Natural gas tankless water heaters

REBATE LEVEL

**\$250**

for a natural gas unit with an ENERGY STAR rating of EF .82 with electric ignition

\* Rebates available while funds last. Purchases must be made by Sept. 30, 2010 and rebate requests must be postmarked by Oct. 31, 2010. The American Recovery and Reinvestment Act of 2009 funds the program.