

News & views

CONNECTICUT NATURAL GAS

MAY 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

Licenses
CT #S1-392056
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.



THE MARK OF SAFETY

Natural gas transmission and distribution lines are an integral part of everyday life in Connecticut. The pipelines deliver clean natural gas supplies to heat our homes, run appliances, power industry and energize commerce in our region. While the proximity

location of a pipeline and cannot be relied upon to indicate the exact position. Because many pipelines do not have markers, it is critical that anyone planning an excavation activity should contact the Call Before You Dig hotline at 1-800-922-4455 prior to the start of excavation.



DISTINCTIVE ABOVE-GROUND MARKERS INDICATE THE LOCATION OF A BURIED NATURAL GAS PIPELINE

of the pipeline network is always near, it is rarely visible. Pipelines move our critical energy supplies safely and unobtrusively underground to homes and businesses. Because pipelines are buried, line markers are often used to indicate approximate pipeline locations. The markers display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency.

Markers, however, only indicate the general

Our representatives work closely with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills. These exercises test procedures, logistics, communications and more.

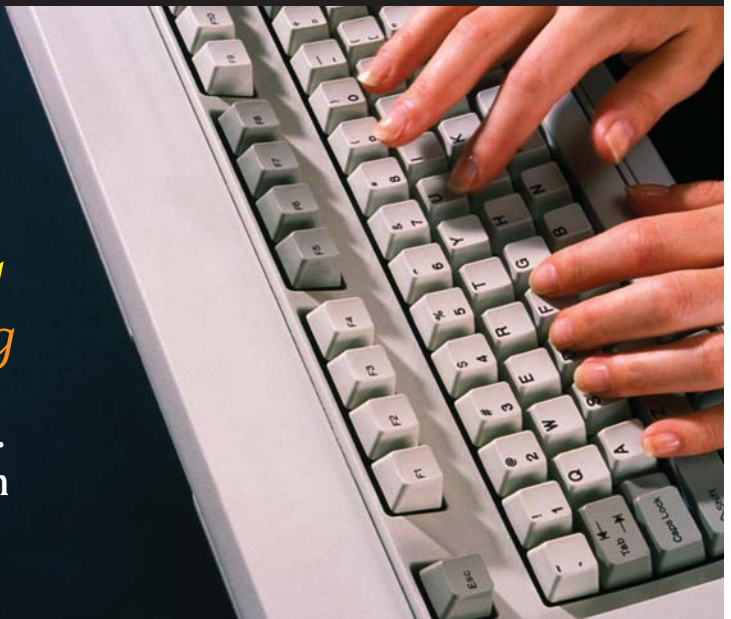
Emergency plans and procedures are periodically updated and made available to state authorities. Our representatives also work with industry groups to continually enhance pipeline safety and training methods. At the state level, we work with regulators on programs designed to ensure the safe operation of the natural gas distribution system for customers and residents.

As new technologies are developed in pipeline design, construction, inspections and operations, our company will continue to invest in pipeline integrity programs that will allow for the safe and secure delivery of your clean natural gas supplies.

THE e-BILL ADVANTAGE

- ◆ *no postage*
- ◆ *no paper billing*
- ◆ *no check writing*

It's free! Signup is easy.
Visit www.cngcorp.com
or call 860-524-8361
for more information.



Reminder:

The moratorium on natural gas bill shutoffs ended on May 3. Some customers, however, still have trouble paying their bill.

To make a payment arrangement, call our customer

information department at 860-727-3034/3555



HES program helps older homes

Spring is an excellent time to begin planning new ways to save fuel dollars next year. If your home is 25 years old or more, Home Energy Solutions (HES) can help. The HES program is available to residential heating customers of CNG through the Connecticut Energy Efficiency Fund (CEEF) and the state's regulated natural gas and electricity companies. The program is best for older homes that offer the

**A GREAT
LOW-COST
DEAL THAT
SAVES FUEL
DOLLARS**

greatest opportunity for energy savings.

When you sign up, a program contractor will conduct an energy assessment of your home to identify fuel saving opportunities (gas and electric); explain alternatives; provide applicable air sealing, duct sealing, water heating and lighting measures; and discuss information about applicable rebate programs, tax credits, financing options on eligible homes and other improvement opportunities. **Cost is \$75 and is payable directly to the authorized program contractor.** To schedule an appointment, call 1-877-WISE-USE (1-877- 947-3873).



It's grilling time!

Get hooked up with a new natural gas grill this summer and never have to worry about an empty fuel tank. Call:

860-727-3085

