



CONNECTICUT NATURAL GAS News & VIEWS



October 2009

Energy assistance signups

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 #S1-392056
Mech. 1109

Call Before You Dig

(800) 922-4455

Issue paid for by

Shareholders &
Ratepayers

The Connecticut energy assistance program is taking applications to certify hardship status. If your household anticipates difficulty keeping up with winter heating bills, visit your local community action agency and sign up now.

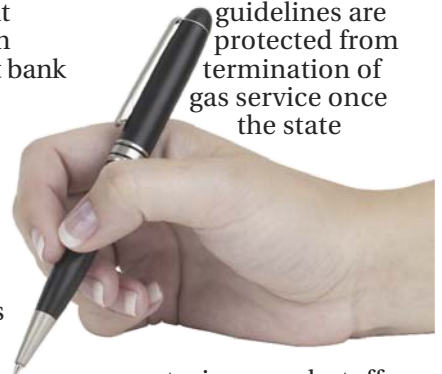
Income guidelines appear below and application sites are listed on the reverse side.

Here's a check list of what you'll need to bring for documentation when applying:

- ✓ Proof of income – last four pay stubs (two if paid biweekly) and/or worker's compensation benefits, Social Security and/or SSI

and veteran's benefit verification, pension verification, current bank statements, current unemployment printout.

- ✓ Social Security cards for all members of your household
 - ✓ Birth certificates for all members of your household
 - ✓ Picture ID
 - ✓ Section 8 lease (if any)
 - ✓ Your gas bill
 - ✓ Recent rent receipt
 - ✓ Landlord information (name, address, phone)
- Customers who qualify for hardship status under state hardship



guidelines are protected from termination of gas service once the state

moratorium on shutoffs begins in November.

Rate case update

In January 2009, CNG filed a rate case with the Connecticut Department of Public Utility Control (DPUC). The DPUC issued a decision on the case ordering new rates for all usage beginning July 31, 2009.

CNG has taken an administrative appeal of that decision. The DPUC, the Office of Consumer Council (OCC), and CNG have agreed that until the appeal is resolved, pre-decision base rates with the interim rate credit shall remain in effect.

Once the administrative appeal is decided, we will notify you of the approved rate structure.

Income Guidelines for 2009-10 Energy Assistance

Family Size	1	2	3	4	5	6	7	8
Annual Income CEAP	\$16,245	\$21,855	\$27,465	\$33,075	\$38,685	\$44,295	\$49,905	\$55,515
Annual Income Senior/Disabled	\$21,660	\$29,140	\$36,620	\$44,100	\$51,580	\$59,060	\$66,540	\$74,020
Annual Income CHAP	\$30,485	\$39,865	\$49,245	\$58,625	\$68,005	\$77,385	\$79,143	\$80,902

■ 150% of federal poverty guidelines ■ 200% of federal poverty guidelines ■ 60% of state median income guidelines



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.

 An Energy East Company

If you need help...

Managing your home's energy use closely is the best way to heat your home in a more affordable manner this coming winter. However, some CNG customers may still experience difficulty meeting their gas bill payment obligations. There are programs available that can provide assistance.

- Connecticut Energy Assistance Program – provides help for low income families. See front side for more information on how to sign up, or call Infoline (dial 211).

- CNG Matching Payment Plan (MPP) –customer pays a portion of the gas bill, energy assistance pays a portion and CNG pays a portion.

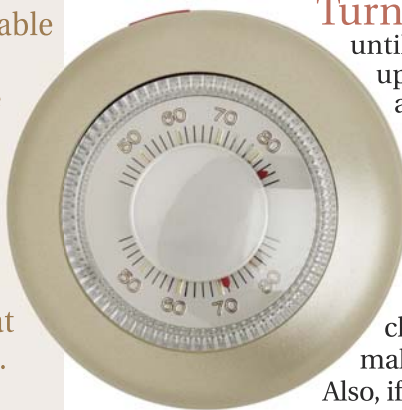
- Equal Payment Plan – spreads a customer's annual heating bill into equal monthly installments during the year.

- Community fuel banks – provide help for customers who earn slightly too much to qualify for energy assistance.

For more information about any of the programs, call INFOLINE (dial 211).

Prepare your heating system

Is your gas heating system ready for the cold winter months ahead? Try this do-it-yourself test to determine if your furnace or boiler will provide the heat you need when the weather turns frosty.



Turn up the thermostat

until you hear the heating system start up. Wait approximately 15 minutes and check the registers (if you heat with a gas furnace) or radiators (if you heat with a boiler). If you feel warm air, then your heating system is ready. Reset your thermostat to its normal setting.

If you don't feel heat,

check your emergency switch and make sure it is set to the "on" position.

Also, if you have a forced air heating system with central air conditioning, you may need to switch it to the "heat" setting.

The first time your heater starts up, you may notice a slight odor that resembles something burning. That's normal. The burning odor usually is from dust that has accumulated since the end of the previous heating season. It goes away quickly.

If your furnace still doesn't come on, call 860-524-8361 in the Hartford-New Britain area, or 203-869-6900 in Greenwich to schedule a service appointment. CNG's service rates apply.

Community Action Agency intake sites

Hartford

842 Park Street, 1229 Albany Avenue & 395 Wethersfield Avenue, 860-560-5800

New Britain

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

Avon/Canton

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

Bloomfield

330 Park Avenue (2nd flr), 860-242-1895

Bristol

55 South Street, 860-582-7490 (Unionville/ Farmington clients)

East Hartford

1137 Main Street, 860-560-5800

Glastonbury

300 Welles Street, 860-652-7638 (by appointment only)

Greenwich

101 Fieldpoint Road, 203-622-3800

Manchester

479 Main Street, 860-560-5800

Meriden

191 Platt Street, 203-235-0278 (Berlin/ Kensington clients)

Newington

120 Cedar Street, 860-665-8778

Rocky Hill

699 Old Main Street, 860-258-2799/2724

Simsbury

754 Hopmeadow Street, 860-658-3283

West Hartford

50 South Main Street, 860-561-7563

Wethersfield

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

Windsor

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