

CONNECTICUT NATURAL GAS

News & VIEWS



Sept. 2009

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

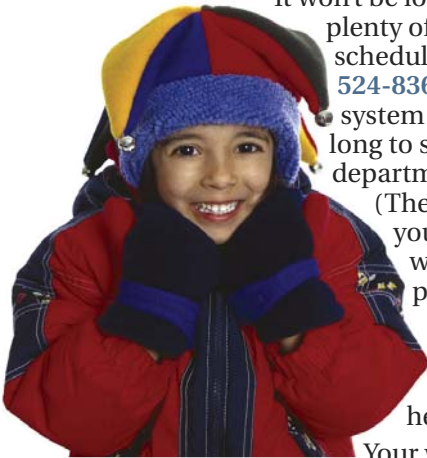
Call Before You Dig

(800) 922-4455

Issue paid for by

Shareholders &
Ratepayers

Your winter checklist



It won't be long before the heating season begins. There are plenty of steps you can take now to prepare. If you haven't scheduled your furnace tune up yet, call us now at (860) 524-8361. Yearly tune ups ensure that your heating system works safely and at peak efficiency. Don't wait too long to schedule your tune up because our service department is very busy once the weather turns cold.

(There is a charge for this unless you have a CNG central heater with annual inspection service plan.)

Install an automatic setback thermostat. It can keep you comfortable and cut your heating/cooling bills by 10%.

Your water heater is the second largest energy consumer in your home. Set your water heater temperature to 120 degrees to cut water heating bills without sacrificing comfort. Also make sure your water heater's pipes are insulated.

Don't forget to walk around your home and check for drafts. Better yet, consider a low-cost home energy assessment through Home Energy Solutions (877-WISE-USE), sponsored by the Connecticut Energy Efficiency Fund and the state's natural gas and electric utilities.



Applications for CNG's Matching Payment Plan are now being accepted for the heating season at area intake sites. Call INFOLINE at 211 for information.



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.

One call, we'll install

SHRINK YOUR CARBON FOOTPRINT by replacing wood with a clean-burning natural gas log set in your fireplace. Call us at the number below and we'll install the log set for you. It's quick, easy and good for the environment.

860-727-3085



Pipeline Safety

Many of us work or live in areas served by interstate natural gas transmission pipelines.

Those buried transmission pipelines often run through rights of way on private property and not paved streets. Line markers are often used to indicate the approximate pipeline location and to provide information about the pipeline owner, the product, and an emergency phone number for the owner. Most of our local natural gas distribution pipes run beneath paved streets, have service lines running to buildings, and do not normally have above-grade markers. It is critical whenever you plan to excavate that you contact Connecticut Call Before You Dig (CBYD) to have all underground gas lines and other utilities located and marked to avoid damaging them.

We work 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.

We 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. And, as new technologies are developed in

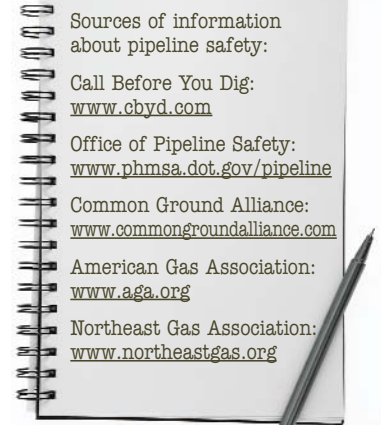
pipeline design, construction, inspections, and operations, we will continue to invest in pipeline integrity programs that will allow for the safe and secure delivery of natural gas.

Know what you are digging into

The greatest risk to underground gas pipelines, whether an interstate transmission line or CNG's local distribution system, is accidental damage during excavation. Even minor damage such as a gouge, scrape, dent or crease to a pipeline or its coating may cause a leak or failure. To protect pipelines and other underground facilities, the law requires that all excavators contact CBYD at 1-800-922-4455 before excavation work begins on public or private property. CBYD will contact all utility operators of underground facilities in the immediate area so the location of pipelines can be marked prior to excavation. This service is performed at no cost to you.

Gas mains often run under the paved area of streets, but they also can run along the grass on either side of the street, under the sidewalks or through a right of way on private property granted to the utility. Gas services usually run on the property to serve buildings. Don't assume where the gas lines are located. You must call CBYD when excavating anywhere to ensure where gas lines are located and marked.

Respect the marks! CBYD can also provide excavators with specific details regarding precautions required in addition to having the location of underground facilities marked. Failure to comply with the law can jeopardize public safety and result in costly damages and fines.



Gas leaks

A gas leak is usually recognized by smell, sight or sound.

SMELL – Natural gas is colorless and odorless. A distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.

SIGHT – You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND – You may hear an unusual noise like roaring, hissing or whistling.

What you should do if you suspect a leak

- MOVE to a safe environment.
- CALL us immediately.
- DO NOT smoke or operate electrical switches or appliances. These items may produce a spark that might ignite the gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on in the area.

Our gas leak number
1-866-924-5325
CBYD number
1-800-922-4455