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UNITED STATES

# BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO. 227 HARTFORD CT

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CONNECTICUT NATURAL GAS CORPORATION  
ATTN: SERVICE DEPARTMENT  
PO BOX 1500  
HARTFORD CT 06101-9892



FOLD HERE

## Congratulations!

You are going to receive  
**YEAR-ROUND  
PROTECTION**  
from



## Coverage

### CENTRAL HEATER COVERAGE:

#### Combustion Controls

• Burner, orifices • Gas control valve & regulator  
• Pilot burner • Electronic ignition system • Heating circuit transformer • Thermocouples & generators • Fuse & switch • Flame spreader • High limit control • Gas shut-off valves • Draft diverter • Two standard thermostats (each additional is \$14) • Spill switch • Burner motor • Vent damper

#### Forced Warm Air Components

• Fan & limit control & relay • Blower housing & fan assembly • Blower motor & bearings • Pulleys & belts • Motor for zone damper

#### Hot Water & Steam System Components

• Aquastat controls & relay • Circulator pump & housing • Low water cutoff control • Pressure-trol • Pressure and temperature gauge • Zone valve heads • Pressure relief valves • Circulator motor & coupling

### CENTRAL HEATER INSPECTION:

• Lubricating blowers & motors • Thermostat inspection • Venting system for proper draft • Setting limits & operating controls • Inspect unit's condition • Inspection of filters • Complete safety check • Carbon monoxide test

### NATURAL GAS PIPING COVERAGE:

• All visible exposed & accessible piping • Gas shut-off valves & pipe hangers

### APPLIANCE COVERAGE:

(with the exception of gas lights. Only one (1) of each appliance is covered.)

#### Gas Range (Residential Equipment Only)

• Oven door hinges • Gas burner & orifices • Manual valves & knobs • Oven thermostat & valves • Electronic ignition system • Limits & safeties • Flame switches & generators • Lighting fixtures (not bulbs) • Oven door springs & gaskets • Pilot burners • Flex connector • Blower motor & fan assembly

#### Clothes Dryer

• Gas burner & orifices • Pilot burner • Electronic ignition system • Gas control valves • Timers & knobs • Electronic switches • Motor & belts • Pulleys & bearings • Limits & safeties • Flex connector • Lighting fixtures (not bulbs) • Gaskets & lint filter

#### Gas Grill

• Gas burner & orifices • Wheels • Valves & regulators • Piezo ignitors • Hose & connector

### Gas Fireplace Log

• Gas burner & orifices • Pilot burner & regulator • Thermocouple & generator • ODS System • Gas control valve • Blower motor & fan assembly • Ceramic logs • Limits & safeties

### Room Heater

• Gas burner & orifices • Gas valve & regulator • Pilot burner • Thermocouple & generator • Electronic ignition system • Limits & safeties • Fuse & switch • Blower motor & fan assembly • Transformer • Draft diverter

### Gas Light

• Gas burner & orifices • Valves & regulator • Mantles & glass

### GAS POOL HEATER COVERAGE:

• Gas burner & orifices • Pilot burner • Thermocouple & generator • Gas valve & regulator • Electronic ignition systems • Limits & safeties • Draft diverter • Thermostat • Pressure switch

### WATER HEATER COVERAGE:

• Dip tube • Thermocouple & pilot assembly • Temperature pressure relief valve • Flue baffle • Regulator • Gas shut-off valve • Thermostat • Electronic ignition system • Spill switch • Draft diverter • Draft inducer • Gas burner & orifices

## General Terms & Conditions

**Sale of Home:** Service plans are placed on the equipment located within your home. Should you sell your home during the term of this service plan, the new owner will assume the benefits. **Delinquent accounts:** CNG reserves the right to deny service under any plan(s) if your account is 90 days past due. **Limitation on Repairs:** The decision to repair or replace defective parts and the selection of the replacement parts is to be made exclusively by CNG. CNG is not responsible for obtaining obsolete or unavailable parts. If a part(s) is not available or it is necessary to alter your equipment or piping to replace the part(s), the material and labor costs for the alterations will be billed to you at CNG's prevailing repair rates. The cost of repairs, as determined by CNG, will not exceed the depreciated value of the equipment. **Limited Liability/Assignment:** CNG will make its best effort to provide prompt service, however, weather conditions and workload may affect response time. In no event will CNG be liable for direct or indirect, consequential or incidental damages to you or anyone else because of delays, failure to service, unavailability of parts, labor or conditions beyond CNG's control. CNG may, at its discretion, use qualified contractors to perform any part of its duties under the terms of these plan(s). The decision to utilize contractors shall be made solely by CNG. **Qualified Equipment:** Equipment covered by all service plan(s) must be listed and approved by the American Gas Association, Underwriters Laboratory, or other nationally recognized testing laboratory, rated under 399,000 BTU's, installed according to local and Connecticut state codes, and be in good operating condition on the date the plan(s) become effective. CNG reserves the right to inspect any parts or equipment for compliance with the conditions set forth herein prior to issuing a service plan(s). **Refunds:** Refunds for cancellation of any plan will only be issued when notification is received prior to December 1, 2009. Any service performed prior to the time of cancellation will be charged back to your account on a labor and material basis in accordance with effective charge service rates. Subsequent service will also be charged in accordance with effective charge service rates. **What's Not Covered:** CNG is not responsible for any material, parts or labor required as a result of: Abuse (improper work by others, vandalism, fires, freezing, acts of God, power or water supply outages, flooding or conditions beyond CNG's control). Replacement parts, pneumatic controls, and associated labor and parts not listed inside this brochure. Normal preventive maintenance such as cleaning or replacement of any type of air filters or humidifiers, draining of expansion tanks, blow down and cleaning of steam systems and sight glasses, water leaks, bleeding radiators or purging air from pipes, and any preventive maintenance as required by the manufacturer. Installations or relocation of any equipment. Finish defects, rusting, corrosion, or component failure resulting from corrosion on any piece of equipment. Remote control systems for gas fireplaces or logs.



\* In order for repairs to be made, all equipment must be both safely and readily accessible to our service technicians.



No worries. No problem.

Hurry!



Convenient.



Natural.



Gas.

Sign Up Now!



CALL TODAY to get your...

# YEAR-ROUND PROTECTION from CNG

If you're like most of us, the last thing you want to think about are costly equipment repairs. We feel that way, too. That's why at Connecticut Natural Gas (CNG) we've made it our business to anticipate and plan for your natural gas equipment repair needs, so that you don't have to.

CNG's worry-free 24-hour comprehensive repair plans provide peace of mind at affordable prices and they're convenient, too. Service plans are effective seven (7) days from the date of request and expire August 31, 2010. Existing plans renew automatically to ensure no lapse in coverage.

CENTRAL HEATER • CENTRAL HEATER & INSPECTION • WATER HEATER • APPLIANCE • GAS PIPING • SWIMMING POOL HEATER

## WHEN YOU NEED US:

CNG's well-trained professional staff is available 24 hours a day, seven days a week at 860-524-8361 or 203-869-6900. That means we're available when you need us.

## SERVICE PLANS:

**Central Heater**  
\$129.00 per year\*

Includes one (1) furnace or boiler and two (2) standard thermostats; please add \$14 for each additional thermostat.

**Central Heater & Inspection**  
\$189.00 per year\*

Because of winter heating demands, annual inspections cannot be scheduled between October and February.

**Water Heater**  
\$44.00 per year\*

**Gas Appliance Plan**  
\$249.00 per year\*

Covers range, dryer, gas lights, fireplace log, grill and room heater.

\* Please add Connecticut sales tax.  
CT Lic #S1-392056 Mech. 1109

**For a service plan that fits your lifestyle, please call:**

**Hartford area:** 860-727-3515  
**Greenwich area:** 203-869-6900

*Paid for by shareholders*

**WORRY-FREE 24-hour maintenance & REPAIR PLANS**

Covers your exposed and accessible natural gas piping, flexible appliance connectors and natural gas shut-off valves.

**Natural Gas Piping System**  
\$59.00 per year\*

Includes one (1) spring inspection/startup of your heater.

**Swimming Pool Heater & Inspection**  
\$189.00 per year\*



I AGREE to purchase the following plan(s) according to the terms listed in CNG's service plan brochure

### PLEASE CHECK OFF YOUR ELECTIONS

- Central Heater (\$129 annually)
- Central Heater & Inspection (\$189 annually)
- Water Heater Plan (\$44 annually)
- Gas Appliance Plan (\$249 annually)
- Swimming Pool Heater & Inspection (\$189 annually)
- Natural Gas Piping System (\$59 annually)

Please enter the number of thermostats in your home:

Note: Central Heater plan includes coverage of two thermostats (zone). All additional thermostats (zones) must be covered at \$14 annually.

CNG will total your bill, including 6% CT sales tax.

### Payment Information

Service plan fees will be added to your next gas bill. Please review the service plan charges on your next monthly statement.

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_

ZIP: \_\_\_\_\_

Acct. #: \_\_\_\_\_

Landlord Information (if applicable)

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Unit #: \_\_\_\_\_

State: \_\_\_\_\_

City: \_\_\_\_\_

Phone: ( ) \_\_\_\_\_

Acct. #: \_\_\_\_\_

Signature \_\_\_\_\_

PLEASE ALLOW 7 DAYS FOR ACTIVATION AFTER RECEIPT

CT Lic #S1-392056 MEC. 1109

MOISTEN HERE, SEAL AND MAIL. NO POSTAGE NECESSARY



### 3 EASY WAYS

TO SIGN UP for a

service plan that

fits your lifestyle:

1. COMPLETE THIS

CARD and MAIL IT

to us at Connecticut

Natural Gas.

2. CALL TODAY

Hartford area

860-727-3515

Greenwich area

203-869-6900

3. VISIT our Web site:

www.cngcorp.com

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