



November 2009

CONNECTICUT NATURAL GAS News & VIEWS

Matching Payment Plan helps reduce gas bill balances

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

Ready or not, the heating season has arrived. As winter progresses, many families are challenged to keep their homes warm while keeping their gas bills current.

To help customers who are struggling to pay their gas bills, we offer our Matching Payment Plan (MPP). The MPP has helped thousands of families manage their gas bills over the years. Families who are falling behind on their payments are encouraged to apply for the plan.

To be eligible, a customer must be a CNG heating customer and apply (and qualify) for energy assistance.

A qualifying customer may have to pay for only about one-third of their household's gas heating expense. Here's how it works: CNG will match every dollar paid by a customer or on their behalf (up to a zero balance) if the customer successfully completes the MPP. So, a customer pays a portion, energy assistance pays a portion and CNG pays a portion.

Applying is easy and confidential. Call us at 1-860-727-3555 (toll free) or 860-727-3034; or dial 211 (INFOLINE). Customers also may be eligible to receive help from a community fuel bank. For a list of fuel banks around the state and for eligibility requirements, contact INFOLINE.



Your Rights

If you are faced with termination of service and wish to receive a copy of your rights as a customer of Connecticut Natural Gas, call our customer service department at 860-727-3034 or 203-869-6900.

Sus Derechos

Si se enfrenta con la terminación del servicio y desea recibir una copia de sus derechos como cliente de la Compañía Connecticut Natural Gas, por favor llame a nuestro departamento de servicio al cliente al 860-727-3034 o 203-869-6900.



Operation Fuel, Inc.

WE'RE ALL PART OF THE OPERATION.

JOIN THE OPERATION!

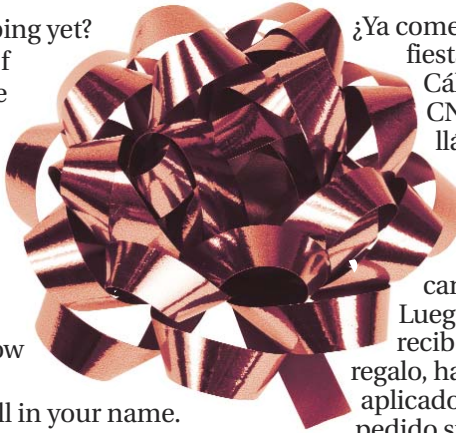
Add an extra dollar to your gas bill payment to help a needy working family with their gas bill.



An Energy East Company

The Gift of Warmth

Started your holiday shopping yet? Consider giving the “Gift of Warmth” energy certificate from CNG. To place an order, call us at the number listed below. Identify the recipient’s name and address and pre-pay the amount you choose. We’ll then mail a receipt to the recipient, letting them know that the funds have been applied toward their gas bill in your name. For more information or to place an order for this unique and practical holiday gift, call us between 8:00 a.m. to 6:00 p.m., Monday through Friday, at the number in your area. Hartford: 1-860-524-8361; Greenwich: 1-203-869-6900.



Un Cálido Regalo

¿Ya comenzó con sus compras para estas fiestas? Considere ofrecer “Un Cálido Regalo” (Gift of Warmth) de CNG. Para realizar un pedido, llámenos al número que se encuentra a continuación. Provea el nombre y la dirección de la persona que lo vaya a recibir y pague la cantidad que usted seleccione. Luego le enviaremos por correo un recibo a la persona que va a recibir el regalo, haciéndole saber que se ha aplicado el dinero a su factura de gas a pedido suyo. Para más información o para solicitar este único y tan práctico regalo para estas fiestas, llámenos entre las 8:00 a.m y las 6:00 p.m., de lunes a viernes, al número que corresponda a su zona. Hartford: 1-860-524-8361; Greenwich: 1-203-869-6900.

SuperSaver Tip

Regularly check furnace filters. Clean or replace them if they are dirty so your furnace continues to operate at peak operating efficiency, which saves you money.

THEFT OF NATURAL GAS SERVICE costs every ratepayer money and compromises safety. Stealing natural gas costs us and our customers thousands of dollars each year because losses through theft are an operating expense that is passed on to customers in their bills, as the law permits. Stealing natural gas is a crime. We continually work with local law enforcement authorities to catch and prosecute gas thieves. Someone convicted of natural gas theft can receive up to five years in jail and be fined as much as \$5,000. If you suspect or know of someone who is stealing natural gas, please call our “We Want to Know” telephone hotline. Your call is confidential. The toll-free number is 1-800-860-3309.

SERVICE
THEFT
HURTS
EVERYONE



EL ROBO DEL SERVICIO DE GAS cuesta dinero a aquellos que pagan sus cuentas de gas y compromete a la seguridad. El robo de gas nos cuesta a nosotros y a nuestros clientes miles de dólares por año debido a que las pérdidas por robo son gastos de operación que se cobran a nuestros clientes en sus facturas, según lo permite la ley. El robo de gas es un crimen. Estamos continuamente trabajando con las autoridades competentes para encontrar y procesar a los ladrones de gas. Alguien que está condenado por robo de gas puede recibir hasta cinco años en cárcel y recibir una multa de hasta \$5,000. Si usted sospecha o conoce a alguien que está robando el gas natural, por favor llame a nuestra línea de teléfono “We Want to Know” (“Queremos Saber”). Su llamada será confidencial. El número gratuito es 1-800-860-3309.