

SOUTHERN CONNECTICUT GAS COMPANY

News & VIEWS



April 2009

Service/Billing

1-800-659-8299

Payment Plans

1-866-659-4140

Gas Leaks

1-800-513-8898

Marketing

1-800-762-8427

Web

www.soconngas.com

Licenses

CT #S1-303125
Mech. 1111

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.

Moratorium on service termination ends May 1

The state moratorium governing termination of gas service ends May 1, 2009. Families who are having trouble paying their gas bill and who haven't signed up for energy assistance will need to call our customer relations center at **1-866-659-4140** to make a payment arrangement. We want to help you keep the gas on. Call now! For additional information about how you can get help with your gas bill, and about other energy issues, dial 211 for INFOLINE.

Your Rights

If you are faced with termination of service and wish to receive a copy of your rights as a customer of The Southern Connecticut Gas Company, please call our customer services department at **1-800-659-8299**.

La moratoria para cancelar el servicio finaliza el 1 de mayo

La moratoria estatal que regula la cancelación del servicio de gas finaliza el 1 de mayo de 2009. Las familias que tienen dificultad para pagar sus facturas de gas y no se hayan registrado para recibir la ayuda para el pago de energía tendrán que llamar al centro de servicio al cliente al 1-866-659-4140 para acordar una forma de pago. ¡Llame ahora mismo! Para más información sobre cómo obtener ayuda para pagar su factura de gas y otros problemas relacionados con el uso de energía, marque el 211 para INFOLINE (Línea de Información).

Sus Derechos

Si se enfrenta con la terminación del servicio y desea recibir una copia de sus derechos como cliente de La Compañía Southern Connecticut Gas, por favor llame a nuestro departamento de servicio al cliente al **1-800-659-8299**.

No fee gas bill payment locations

No-fee gas bill payments for SCG customers may be made at these community locations:

Bridgeport: A&J Variety, 1323 Stratford Ave.; Bereket Deli, 4031 Main St.; CT State Check Cashing, 2268 Fairfield Ave. & 164 Boston Ave.; East Main Jewelry & Check Cashing, 1743 East Main St.; Nutmeg Finance Corp., 2336 Fairfield Ave. & 522 Boston Ave.; United Check Cashing, 161 Boston Ave.; X-Bankers, 1245 Main St., 875 East Main St. & 966 Main St.

New Haven: American Cash Exchange, 403 Howard Ave.; Chec King, 191 Whalley Ave.; C-Town Supermarkets, 325 Ferry St., 482 Greenwich Ave., 630 Ella Grasso Blvd. & 156 Dixwell Ave.; CT State Check Cashing, 2 Orange Ave. & 426 Whalley Ave.; Express Latino #1, 266 Grand Ave.; Hall Benedict Drug Co., 767 Orange St.; Kimbi Market, 35 Kimberly Ave.; M&M Pawn Shop and Check Cashing, 188 Grand Ave. & 32 Howe Ave.; State Street Check Cashing, 1328 State St.; Visel's Pharmacy, 714 Dixwell Ave.; X-Bankers, 31 Church St.

East Haven: Alex Grocery, 418 Main St.; United Check Cashing, 689 Foxon Rd.

Milford: Shoprite Supermarket, 157 Cherry St.; Krauzser's, 631 Milford Point Rd.

Stratford: CT State Check Cashing, 2200 Stratford Ave.; Krauzers, 20 Westchester Dr.

Hamden: CT State Check Cashing, 960 Dixwell Ave.; Krauzser's, 2008 Whitney Ave.

North Haven: Krauzser's, 59 Middletown Ave.

West Haven: Campbell's Deli & Grocery, 739 Campbell Ave. Envios El Pueblito, 193 Boston Ave.; C&A Market, 1088 Orange Ave.; Express Pawn, 961 First Ave.; Grillo's Market, 137 Campbell Ave.; M&M Pawn Shop and Check Cashing, 38 Elm St.

Safety information about buried pipelines

We all live, work or visit areas served by natural gas pipelines. Since pipelines are buried underground, line markers sometimes are used to indicate their approximate location along the route. 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 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 Call Before You Dig (1-800-922-4455) prior to starting the excavation. (See related story.)

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 natural gas supplies.

For more information about natural gas safety, visit our Web site at www.soconngas.com.

Be sure to call before you dig

Planning an excavation project once the weather warms up? If so, be sure that you or your contractor calls the statewide Call-Before-You-Dig (CBYD) hotline **at least two working days** before the digging starts, as required by law.

This information allows our company and other utilities to mark out their facilities in the area of the excavation project. This one call can help prevent injuries and damage to underground facilities.

Failure to comply may cause an accident and result in legal penalties!

The CBYD hotline number is:

1-800-922-4455

Visit the CBYD Web site at www.cbyd.com