



News & views

SOUTHERN CONNECTICUT GAS

January
2010

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.

Need help?

SCG offers various programs that help financially-stressed households keep up with their monthly natural gas bill payments during the heating season. Program availability depends on household incomes.

OUR MATCHING PAYMENT PLAN

The Matching Payment Plan helps SCG residential heating customers lower high natural gas bill debt. A customer must first apply for and receive energy assistance to qualify. Energy assistance applications are available at local community action agency outreach sites. (See list on back panel). SCG will match every dollar paid by a qualifying customer, or on the customer's behalf (up to a zero balance) if the customer successfully completes the plan. Under MPP, the customer pays a portion of the bill, energy assistance pays a portion and SCG pays a portion. This payment plan leverages every dollar a customer pays to reduce their natural gas bill debt. Customers on the plan last year who did not complete the payment arrangement still may qualify for assistance. Call 1-866-659-4140 for information, or dial 211.



PAYMENT ARRANGEMENTS

We offer payment arrangements for those residential heating customers who fall behind on their natural gas bill payments but can't qualify for energy assistance. Contact our customer information department to discuss a payment arrangement schedule designed to help keep the gas on. Call 1-866-659-4140 to discuss your household's particular situation.

BUDGET BILLING

A budget billing option is also available for customers who want to spread their monthly natural gas bill payments into equal payment amounts.

OPERATION FUEL

Operation Fuel provides heating assistance for natural gas customers who exceed energy assistance income guidelines. For more information, call Infoline at 211.

NO FEES!

SCG customers can make no-fee natural gas bill payments at various locations throughout the region. For a complete list, visit us Online at soconngas.com and click on "Your Account," then "No-fee Payment Sites."

ENERGY ASSISTANCE OUTREACH LOCATIONS

BRIDGEPORT

- ABCD, 1070 Park Avenue, 203-366-8241 or 203-384-6904

NEW HAVEN

- Community Action Agency, 781 Whalley Avenue 203-387-7700

BRANFORD

- Canoe Brook Senior Center, 11 Cherry Hill Road, 203-481-3429, ext 112 (by appointment only)

CLINTON

- Welfare Department, 61 East Main Street, 860-669-7347

MADISON

- Madison Social Services, 10 School Street 203-245-5655

GUILFORD

- 32 Church Street, 203-453-8009

NORTH

BRANFORD

- Town Hall, 1599 Foxon Road, 203-315-6006

OLD SAYBROOK

- Youth & Family Services, 860-395-3188
- Estuary Council, 220 Main Street, 860-388-1611 (seniors only)

WESTBROOK

- Social Services, 1163 Boston Post Road, 860-399-3048

Older homes save energy dollars through Home Energy Solutions

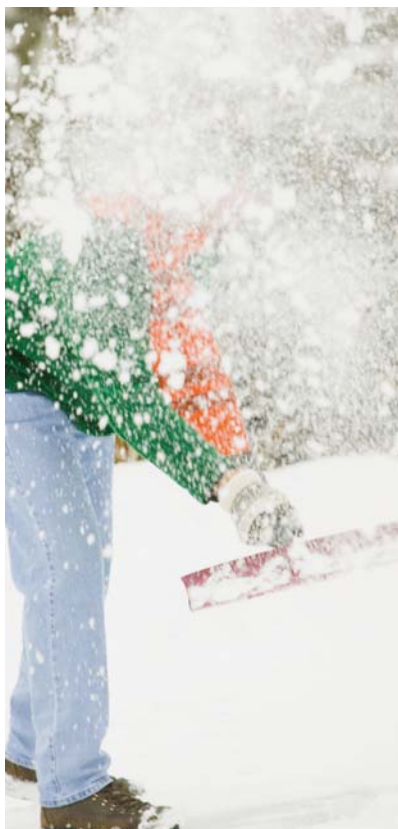
Over the years, homes tend to lose the capacity to use energy efficiently. That's where the Home Energy Solutions

(HES) program can

help. The program is

available to SCG's residential

natural gas heating customers through the Connecticut Energy Efficiency Fund (CEEF) and local natural gas and electric utilities. HES is particularly effective at boosting energy efficiencies in residences that are at least 25 years old. These properties offer the greatest opportunity for energy savings, which means less money spent for fuel and more money in the homeowner's pocket. To participate, schedule an appointment (or get more information) by calling 1-877-WISE-USE (1-877-947-3873). A program contractor will conduct an energy assessment of your home to identify opportunities to save on both natural gas and electricity. The contractor will explain fuel-saving alternatives, any applicable rebate programs currently in effect, tax credits and also financing options on eligible homes. There is a low-cost \$75 fee that is payable directly to the authorized program contractor.



WINTER SAFETY TIPS

Snow and ice can build up outside your home during the winter months. Accumulations can block your home's furnace and appliance vents. Most natural gas equipment vent from the roof, but some also vent from other parts of your home. Periodically check outside your home to make sure neither furnace nor appliance vents are blocked by ice and/or snow.

Also, check the condition of your home's carbon monoxide (CO) detector to make sure it is working properly. Every home using fossil fuels should have one to guard against CO poisoning. This condition can occur if a heating system is not operating properly. Symptoms of CO poisoning include headaches, dizziness, nausea, unclear thinking, shortness of breath, weakness, vision problems and loss of muscle control. If the alarm sounds or if you otherwise suspect the presence of CO, open windows and doors immediately and seek medical help. Call your fuel supplier or heating contractor to arrange an emergency inspection. To purchase a CO detector, visit a local home improvement center.

