

# News & views

SOUTHERN CONNECTICUT GAS

MAY 2010



## THE MARK OF SAFETY

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.socnngas.com**

Licenses

**CT #S1-303125**

**Mech. 1111**

Call Before You Dig

**1-800-922-4455**

Issue paid for by

**Shareholders &  
Ratepayers**

Natural gas transmission and distribution lines are an integral part of everyday life in Connecticut. The pipelines deliver clean natural gas supplies to heat our homes, run appliances, power industry and energize commerce in our region. While the proximity

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 the Call Before You Dig hotline at 1-800-922-4455 prior to the start of excavation.



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 clean natural gas supplies.

of the natural gas pipeline network is always near, it is rarely visible. These pipelines move our critical energy supplies safely and unobtrusively underground to homes and businesses. Because pipelines are buried, line markers are often used to indicate approximate pipeline locations. 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.

**DISTINCTIVE ABOVE-GROUND MARKERS INDICATE THE LOCATION OF A BURIED NATURAL GAS PIPELINE**

Markers, however, only indicate the general



**Operation Fuel, Inc.**

**WE'RE ALL PART OF THE OPERATION.**

**JOIN THE OPERATION!**

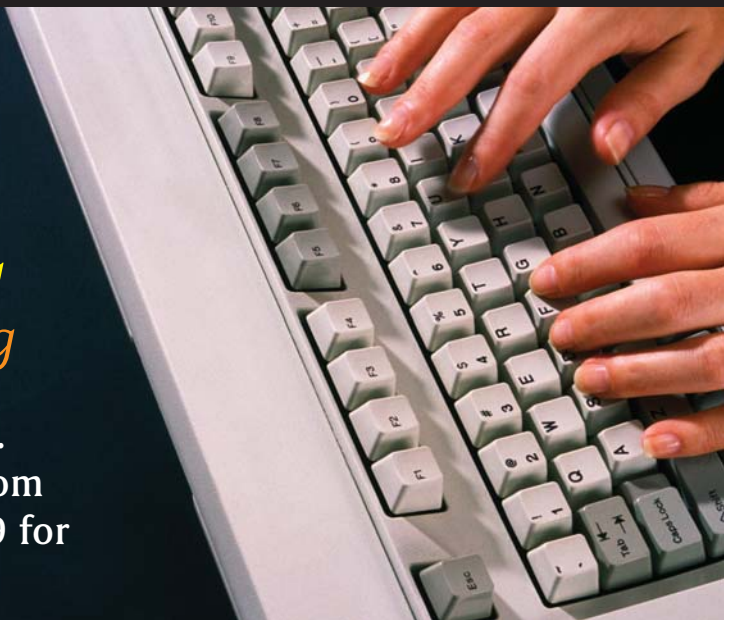
Add an extra dollar to your gas bill payment to help a needy working family with their gas bill.



# THE e-BILL ADVANTAGE

- ◆ *no postage*
- ◆ *no paper billing*
- ◆ *no check writing*

It's free! Signup is easy.  
Visit [www.soconngas.com](http://www.soconngas.com)  
or call 1-800-659-8299 for  
more information.



## Reminder:

The moratorium on natural gas bill shutoffs ended on May 3. Some customers, however, still have trouble paying their bill. To make a payment arrangement, call our customer information

department toll-free at 1-866-659-4140.

## It's grilling time!

Get hooked up with a new natural gas grill this summer and never have to worry about an empty fuel tank. Available at local appliance dealers and home improvement centers.



## HES program helps older homes

Spring is an excellent time to begin planning new ways to save fuel dollars next year. If your home is 25 years old or more, Home Energy Solutions (HES) can help. The HES program is available to residential heating customers of SCG through the Connecticut Energy Efficiency Fund (CEEF) and the state's regulated natural gas and electricity companies. The program is best for older homes that offer the greatest opportunity for

energy savings. When you sign up, a program contractor will conduct an energy assessment of your home to identify fuel saving opportunities (gas and electric); explain alternatives; provide applicable air sealing, duct sealing, water heating and lighting measures; and discuss information about applicable rebate programs, tax credits, financing options on eligible homes and other improvement opportunities. **Cost is \$75 and is payable directly to the authorized program contractor.** To schedule an appointment, call 1-877-WISE-USE (1-877- 947-3873).

**A GREAT  
LOW-COST  
DEAL THAT  
SAVES FUEL  
DOLLARS**

