



October 2009

# SOUTHERN CONNECTICUT GAS COMPANY News & VIEWS



## Energy assistance signups

**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

The Connecticut energy assistance program is taking applications to certify hardship status. If your household anticipates difficulty keeping up with winter heating bills, visit your local community action agency and sign up now. Income guidelines appear below and application sites are listed on the reverse side. Please bring the following documentation when applying:

- ✓ Proof of income – last four pay stubs (two if paid biweekly) and/or worker's compensation benefits, Social Security and/or SSI and veteran's benefit

verification, pension verification, current bank statements, current unemployment printout.

- ✓ Social Security cards for all members of your household
- ✓ Birth certificates for all members of your household
- ✓ Picture ID
- ✓ Section 8 lease (if any)
- ✓ Your gas bill
- ✓ Recent rent receipt
- ✓ Landlord information (name, address, phone)

Customers who qualify for hardship status under state hardship

guidelines are protected from termination of gas service once the state



moratorium on shutoffs begins in November.

### Rate case update

In January 2009, SCG filed a rate case with the Connecticut Department of Public Utility Control (DPUC). The DPUC issued a decision on the case ordering new rates for all usage beginning August 19, 2009.

SCG has taken an administrative appeal of that decision. The DPUC, the Office of Consumer Council (OCC), and SCG have agreed that until the appeal is resolved, pre-decision base rates with the interim rate credit shall remain in effect.

Once the administrative appeal is decided, we will notify you of the approved rate structure.

### Income Guidelines for 2009-10 Energy Assistance

Family Size	1	2	3	4	5	6	7	8
Annual Income CEAP	\$16,245	\$21,855	\$27,465	\$33,075	\$38,685	\$44,295	\$49,905	\$55,515
Annual Income Senior/Disabled	\$21,660	\$29,140	\$36,620	\$44,100	\$51,580	\$59,060	\$66,540	\$74,020
Annual Income CHAP	\$30,485	\$39,865	\$49,245	\$58,625	\$68,005	\$77,385	\$79,143	\$80,902

■ 150% of federal poverty guidelines ■ 200% of federal poverty guidelines ■ 60% of state median income guidelines



**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.



## *If you need help...*

Managing your home's energy use closely is the best way to heat your home in a more affordable manner this coming winter. However, some SCG customers may still experience difficulty meeting their gas bill payment obligations. There are programs available that can provide assistance.

- Connecticut Energy Assistance Program – provides help for low income families. See front side for more information on how to sign up, or call INFOLINE (dial 211).
  - SCG Matching Payment Plan (MPP) –customer pays a portion of the gas bill, energy assistance pays a portion and SCG pays a portion.
  - Equal Payment Plan – spreads a customer's annual heating bill into equal monthly budget installments during the year.
  - Community fuel banks – provide help for customers who earn slightly too much to qualify for energy assistance.
- For more information about any of the programs, call INFOLINE (dial 211).

## *Energy assistance application sites*

ABCD, 1070 Park Avenue,  
Bridgeport 384-6904  
(la oficina energía)

CAANH, 781 Whalley Avenue,  
New Haven, 387-7700

TEAM, 30 Elizabeth Street  
Derby 203-736-5420

CRT, 44 Hamlin Street,  
Middletown (shoreline  
customers) 860-347-4465

## *Prepare your heating system*

Is your gas heating system ready for the cold winter months ahead? Try this do-it-yourself test to determine if your furnace or boiler will provide the heat you need when the weather turns frosty.

### **Turn up the thermostat**

until you hear the heating system start up. Wait approximately 15 minutes and check the registers (if you heat with a gas furnace) or radiators (if you heat with a boiler). If you feel warm air, then your heating system is ready. Reset your thermostat to its normal setting.



### **If you don't feel heat**

check your emergency switch and make sure it is set to the "on" position. Also, if you have a forced air heating system with central air conditioning, you may need to switch it to the "heat" setting.

The first time your heater starts up, you may notice a slight odor that resembles something burning. That's normal. The burning odor usually is from dust that has accumulated since the end of the previous heating season. It goes away quickly.

If your furnace still doesn't come on, call us at 1-800-659-8299 to schedule a service appointment. SCG's service rates apply.



## ***Space-saving hot water... and rebates!***

New, on-demand, indirect water heating technologies provide cost-effective, energy-efficient water heating without the need for bulky storage tanks.

Residential gas customers also may qualify for a **\$300 rebate** when installing a qualifying indirect gas water heater attached to ENERGY STAR<sup>®</sup>-rated natural gas boiler (85% efficient or greater) or qualifying on-demand natural gas-fired tankless water heaters (.82EF with electronic ignition). The equipment must be purchased and installed before December 31, 2009.

For additional information, please visit [www.soconngas.com](http://www.soconngas.com) and look for "Residential Water Heater Program."