



November 2009

SOUTHERN CONNECTICUT GAS COMPANY News & VIEWS

Matching Payment Plan helps reduce gas bill balances

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

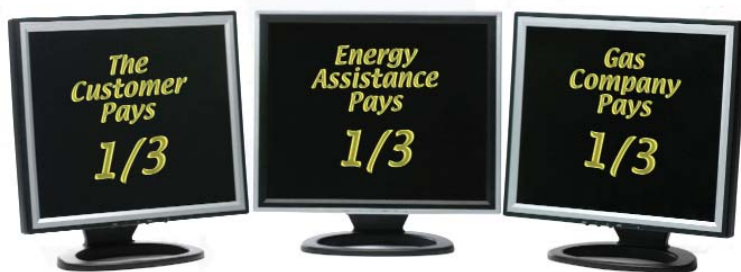
Ready or not, the heating season has arrived. As winter progresses, many families are challenged to keep their homes warm while keeping their gas bills current.

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 SCG 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: SCG 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 SCG pays a portion.

Applying is easy and confidential. Call us at 1-866-659-4140 (toll free) 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 Southern Connecticut Gas, call our customer service department at 1-800-659-8299.

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.



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 Gift of Warmth

Started your holiday shopping yet? Consider giving a “Gift of Warmth” energy gift certificate from Southern Connecticut Gas. Our holiday gift certificates can be used by the recipient to make a natural gas bill payment. Certificates are available in denominations valued at \$10 or more. Your gift will appear as a credit on the recipient’s gas bill after the holiday season. Help someone stay warm this winter! For additional information about this unique and practical holiday gift idea, or to place an order, call our customer information department between 7:30 a.m. to 6:30 p.m., Monday through Friday, at 1-800-659-8299.



Un Cálido Regalo

¿Ya comenzó con sus compras para estas fiestas? Considere ofrecer “Un Cálido Regalo” (Gift of Warmth) de Southern Connecticut Gas. La persona que recibe nuestros certificados de regalos pueden aplicarlos como pago de sus facturas de gas. Los certificados están disponibles en denominaciones de un valor de \$10 o más. Su regalo parecerá como un crédito en la cuenta del gas del recipiente después de las temporada vacaciones. Ayude a que alguien no tenga frío este invierno. Para más información sobre esta idea tan única y práctica para regalar durante estas fiestas, o para realizar un pedido, llame a nuestro departamento de información al cliente entre el horario de las 7:30 a.m. a las 6:30 p.m., de lunes a viernes, al 1-800-659-8299.

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.