

## SERVICE PLANS

Service plans are available to most customers. Please call **1-800-659-8299** for more information.

## HOW TO IDENTIFY SCG EMPLOYEES

Identification of SCG employees is easy. All of our employees and contractors carry Photo ID cards. Do not accept a uniform as positive proof of identification when allowing access to your premises. If you have a doubt about the identity of someone representing themselves as agents of SCG contact us at the numbers listed in this brochure.

## CUSTOMER-OWNED PIPING

Piping located on the customer side of the gas meter is the responsibility of the owner. You must know where these lines are located and you must paint and check these lines on a regular basis.

## BEFORE CALLING FOR SERVICE, CHECK THE FOLLOWING:

1. Check to see that the pilot is lit.
2. Check the fuses, electrical switches and/or electric plug.
3. Check to see that thermostat setting is correct.
4. Consult owner's manual for proper startup procedures.

## CHARGE SCHEDULES

Diagnosis, repair, adjustment, alteration and parts installation will be charged at the following rates:

### Standard Rates\*

NORMAL WORKING HOURS

Monday to Friday 8:00 a.m.-4:30 p.m.

First 30 minutes or fraction thereof	<b>\$75.00</b>
Each additional 30 minutes or fraction thereof	<b>\$50.00</b>

\* Service during peak work load periods may require premium rates.

### Premium Rates

AFTER NORMAL WORKING HOURS

Monday to Friday 4:30 p.m.-8:00 a.m., weekends & holidays

First 30 minutes or fraction thereof	<b>\$113.00</b>
Each additional 30 minutes or fraction thereof	<b>\$75.00</b>
Can't Get In (CGI) charge	<b>\$35.00</b>

Anytime two technicians are required, the total labor charge will be increased by 50%.

## SCHEDULING ROUTINE SERVICE

Appointments for routine service can be made for various timeframes during normal business hours and limited availability after normal business hours. Please contact us at 1-800-659-8299 for the appointment timeframe that's best for you.

You may request a two-hour, four-hour or all-day appointment as our schedule allows. We make every effort to keep our appointments. You will receive a courtesy call on the day prior to your appointment if you are scheduled for a two- or four-hour appointment.

## SERVICES PROVIDED ON A CHARGE BASIS

- ⊛ Diagnosis, adjustment and/or part replacement service on pilots, burners and controls for customer-owned natural gas heating and cooling equipment.
- ⊛ Shutting down or relighting equipment or appliances at a customer's request, for a customer's convenience.
- ⊛ Cleaning boiler sections, heat exchangers, vent connections and refrigerators.
- ⊛ Investigating water leaks on heating systems or hot water tanks.

## SERVICES PROVIDED AT NO CHARGE

- ★ Initial light-up of new American Gas Association-approved natural gas central heating equipment.
- ★ Initial light-up of new water heating equipment.
- ★ Turning on a gas meter for a new customer or transferred account.
- ★ Minor adjustment of equipment or appliances, if needed at the time a meter is turned on.
- ★ Maintenance of equipment covered by a rental agreement between SCG and a customer or covered by an SCG service plan.
- ★ Investigating complaints of odors or leaks and the work performed to secure the service. SCG defines a leak as the passage of gas through any opening not designed to release gas. (There is a charge to relight or correct any problems associated with extinguished pilots.)

## SERVICES NOT PROVIDED

### Heating

- ☆ Maintenance of heating distribution systems, including balancing of systems and any service normally considered plumbing, electrical or sheet metal work.
- ☆ Service on rooftop equipment.

### Cooling

- ☆ Maintenance of cooling distribution systems and air handling equipment, including chilled water coils, water tower and treatment of water tower, any service considered plumbing or sheet metal work. Any service not pertaining to the actual fuel burning controls on units with more than 10-ton capacity.
- ☆ Service on special controls not supplied as standard equipment by the manufacturer of the unit.
- ☆ Service on rooftop equipment.

### Appliances

- ☆ Adjusting or repairing stoves, clothes dryers or commercial cooking equipment.

## WARRANTY

Parts and labor associated with service performed by our technicians are guaranteed for 30 days. Replacement of defective parts is covered by the manufacturer's warranty.

## NUMBERS TO CALL

**FOR SERVICE:** Southern has technicians available 24 hours a day, every day of the year to respond to your service needs. For service or more information about our service plans, please call the number below:

TOLL FREE  
**1-800-659-8299**

**FOR GAS LEAKS:** To report a gas leak or a gas odor, please call the number below.

TOLL FREE  
**1-800-513-8898**

**WEB SITE:** For more information about our products and services, visit [www.soconngas.com](http://www.soconngas.com)

**SCG LICENSES:** CT #S1-303125, Mech. 1111

## SAFEGUARDS

NEVER USE your stove's surface burners or oven as a room heater. Using your stove to heat your home is a dangerous practice. The stove was designed specifically to cook your food.

IF YOU SMELL GAS in your premises, go to a neighbor's to call our gas emergency number. Do not use your telephone, don't turn on or off the electricity and don't light a match.

CARBON MONOXIDE (CO) emissions can come from many sources, ranging from vehicles or lawn equipment idling in an attached garage, to the improper ventilation of equipment that use fossil fuels such as oil, wood, propane, kerosene and natural gas. An electronic CO detector alarm serves as an early warning sign that can help keep your family safe

ICE AND SNOW can damage the gas meter and cause a loss of natural gas service to your premises. Please keep the meter clear of heavy snow and ice buildup.



Southern  
Connecticut  
Gas  
Company



The Southern Connecticut Gas Company  
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