



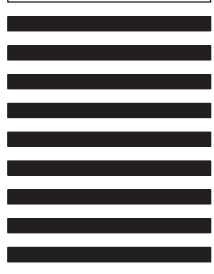
NO POSTAGE
NECESSARY
IF MAILED
IN THE
UNITED STATES

BUSINESS REPLY MAIL

FIRST-CLASS MAIL PERMIT NO 511 BRIDGEPORT CT

POSTAGE WILL BE PAID BY ADDRESSEE

CUSTOMER SERVICE
SOUTHERN CONNECTICUT GAS COMPANY
PO BOX 1540
BRIDGEPORT CT 06601-9874



FOLD HERE

Congratulations!

You are going to receive
**YEAR-ROUND
PROTECTION**
from



Coverage - includes listed parts and associated labor to replace/repair (Unless excluded under "What is Not Covered" in General Terms & Conditions)

BASIC ASSURANCE

Central Heater Components

- Combustion controls • Draft diverter • Electronic ignition system
- Factory wiring • Flame spreader • Fuse & switch • Gas burner & orifices
- Gas control valve • Gas regulator • Heating circuit transformer • High limit control • Pilot burner • Power burner switch
- Spill switch • Thermocouples & generators • Thermostat (standard) • Vent damper-OEM

Forced Warm Air Components

- Blower housing & fan assembly • Blower motor & bearings (120 vac)
- Fan relay • Fan & limit control • Motor for zone damper

Hot Water & Steam System Components

- Aquastat controls • Aquastat relay • Circulator pump (standard)
- Circulator housing • Circulator motor (standard up to 1/3 hp) • Circulator bearing
- Circulator coupling • One piece circulator (standard) • Low water cutoff control • Pressure-trol • Pressure & temperature gauge
- Pressure relief valves-(boiler mounted) • Zone valve motor

SELECT COMFORT - With "Annual Tune-up"

All the coverage listed under the Basic Assurance Plan

One annual tune-up of your furnace or boiler and a visual inspection of all of your natural gas equipment must be completed between May 1st and September 30th. Customer is responsible for scheduling tune-up. Please allow 5 to 7 business days for scheduling.

NATURAL GAS PIPING SYSTEM

- Copper tubing up to 1½ inch diameter • Corrugated stainless steel tubing
- Flexible appliance connectors • Gas pipe up to 1½ inch diameter • Gas fittings up to 1½ inch diameter
- Gas shut off valves • Pipe hangers

WATER HEATER

- Dip tube • Draft diverter • Draft inducer-OEM • Electronic ignition system
- Flue baffle • Gas burner & orifices • Pilot assembly • Regulator • Spill switch • Thermocouple • Temperature pressure relief valve • Thermostat

General Terms & Conditions

Expiration Date: All plans expire at midnight April 30 of each year. Plans will renew automatically each year thereafter and your account will be billed accordingly. **Sale of Home:** Service plans are placed on the equipment located within your home. If you pay for a service plan(s) in one payment and sell your home during the term of this service plan(s), the new owner will assume the benefits of the plan(s). If you pay monthly for a service plan(s), the plan(s) will terminate when you move. **Delinquent Accounts:** Southern Connecticut Gas Company (SCG) reserves the right to deny service under any plan(s) if your account is ninety (90) days past due. SCG reserves the right to request full payment before coverage becomes effective or to cancel coverage if plan(s) fees or your Natural Gas account is/are more than one-hundred eighty (180) days delinquent. **Limitation on Repairs:** The decision to repair or replace defective parts and the selection of replacement parts shall be made exclusively by SCG. SCG is not responsible for obtaining obsolete or unavailable parts. If a part(s) is not available or it is necessary to alter your equipment or piping to replace a part(s), the material and labor costs for alterations will be billed to you at SCG's prevailing repair rates. The cost of repairs, as determined by SCG, will not exceed the depreciated value of the equipment. If you choose to replace your equipment rather than approve a repair, SCG will refund all contract payments you made to SCG for coverage of your equipment for the previous twelve (12) months. **Limited Liability/Assignment:** SCG will make its best effort to provide prompt service; however, weather conditions and workload may affect response time. In no event will SCG be liable for direct or indirect, consequential or incidental damages to you or anyone else because of delay, failure to service, unavailability of parts or labor, or conditions beyond SCG's control. SCG may, at its discretion, use qualified contractors to perform any duty under the terms of any plan(s). The decision to use contractors shall be made solely by SCG. **Qualified Equipment:** Equipment covered by all service plan(s) must be listed and approved by the American Gas Association, Underwriters Laboratory, or other nationally recognized testing laboratory, rated under 399,000 BTUs, installed according to local and Connecticut state codes, and be in good operating condition on the date the plan(s) becomes effective. SCG reserves the right to inspect any parts or equipment for compliance with the conditions set forth herein prior to issuing a service plan(s). **Refunds:** Service plans are available for an annual fee. Monthly billing is available for customer convenience. You may cancel any plan and receive a refund for fees paid if you provide us notice within 60 business days of the plan's activation or renewal date. If you cancel your plan(s) 60 or more days after the plan's activation or renewal date, you will be charged the balance of the full amount of the plans' annual fee on your next bill. If you choose to cancel your plan(s), and any service has been performed under the plan, such service will be charged back to your account on a labor and material basis in accordance with SCG's effective charge service rates. **What is Not Covered:** SCG is not responsible for any material, parts or labor required as a result of: • Abuse, Nuisance calls, improper work by others, vandalism, fire, freezing, acts of God, lightning, power or water supply outages, flooding or conditions beyond SCG's control • Cleaning of heat exchangers on, and replacement of any variable rate components for, instantaneous hot water heaters, Condensing furnaces and Condensing boilers. • Replacement parts and associated labor not listed in this pamphlet • Normal preventative maintenance such as cleaning or replacement of any type of air filters or humidifiers, replacement or draining of expansion tanks, blow down and cleaning of steam systems and sight glasses, water leaks, bleeding radiators or purging air from pipes, and any preventative maintenance as required by the manufacturer, other than provided by the Select Comfort Plan • Installations or relocation of any equipment • Space heaters, window heaters, unit heaters • Equipment or piping located on roofs or underground • Finish defects, rusting, corrosion, or component failure resulting from corrosion on any piece of equipment.

☛ In order for repairs to be made, all equipment must be readily accessible to our service technicians.

No worries. No problems.



Simple



Convenient



Gas



CALL TODAY to get your...

YEAR-ROUND PROTECTION from

SCG



If you're like most of us, the last thing you want to think about are costly repair bills. We feel that way, too. That's why at Southern Connecticut Gas (SCG) we've made it our business to anticipate and plan for your equipment repair needs, so that you don't have to. SCG's **worry-free 24-hour maintenance and comprehensive repair plans** provide peace of mind at affordable prices and they're convenient, too. Service plans are effective fifteen (15) days from the date received and expire April 30th of each year. Existing plans renew automatically to ensure no lapse in coverage.

CENTRAL HEATER • WATER HEATER • NATURAL GAS PIPING

AVAILABLE PLANS

In addition to our Basic Assurance and Water Heater service plans, SCG is now offering a plan to cover your **Natural Gas Piping System**. Also available again, is SCG's Select Comfort Plan which includes "An Annual Tune-Up". A call to one telephone number will take care of all your heating, water heating, and natural gas piping repair needs. And remember SCG's well-trained professional staff is on call 24 hours a day, seven days a week. That means we're available when you need us.

SERVICE PLANS:

Basic Assurance - Heating
 \$125.00 per year or \$10.42 per month*
 Includes one (1) furnace or boiler and one (1) standard thermostat; ALL ZONES MUST BE COVERED. Please add \$25 for each additional thermostat per year or \$2.08 per thermostat per month.

Water Heater -
 \$50.00 per year or \$4.17 per month*
 Includes one (1) water heater.

Natural Gas Piping System -
 \$50.00 per year or \$4.17 per month*
 Covers your exposed and accessible Natural Gas piping, flexible appliance connectors and Natural Gas shut-off valves.

All prices are subject to change during the term of the plan(s) upon thirty (30) days prior written notice.

Note: If you have more than one (1) central heater or water heater or if your Natural Gas piping supplies more than one dwelling, additional coverage is needed for each unit.

For a service plan that fits your lifestyle, simply return your completed postcard or call:

Bridgeport Area 203-382-8251
New Haven Area 203-795-7831

Service

800-659-8299

*Please add 6% Connecticut sales tax. CT Lic #S1-303125 MEC. 1111

Paid for by shareholders



I AGREE to purchase the following plan(s) according to the terms listed in SCG's service plan brochure

PLEASE CHECK OFF YOUR ELECTIONS

- Basic Assurance Plan (\$125 annually/\$10.42 monthly)
- Select Comfort Plan (\$200 annually/\$16.67 monthly)
- Natural Gas Piping System (\$50 annually/\$4.17 monthly)
- Water Heater Plan (\$50 annually/\$4.17 monthly)

Please enter the number of thermostats in your home:

Note: Basic Assurance plan includes coverage of one thermostat (zone). All additional thermostats (zones) must be covered at \$25 annually/\$2.08 monthly. SCG will total your monthly bill, including 6% CT sales tax.

Payment Information

Service plan fees will be added to your monthly bill, unless you elect to be billed annually. Please review the service contract charges on your next monthly statement.

Please bill my service plan: Monthly Annually

Name: _____
 Address: _____
 Unit #: _____
 City: _____ State: _____ ZIP: _____
 Phone: () _____ Acct. #: _____
 Landlord Information (if applicable)

Name: _____
 Address: _____
 Unit #: _____
 City: _____ State: _____ ZIP: _____
 Phone: () _____ Acct. #: _____
 Signature _____ Date _____

PLEASE ALLOW 15 DAYS FOR ACTIVATION

2011

CT Lic #S1-303125 MEC. 1111

MOISTEN HERE, SEAL AND MAIL. NO POSTAGE NECESSARY

3 EASY WAYS TO SIGN UP for a service plan that fits your lifestyle:



1. COMPLETE THIS CARD and MAIL IT to us at Southern Connecticut Gas.

2. CALL TODAY
 Bridgeport area 203-382-8251
 New Haven area 203-795-7831

3. VISIT our Web site: www.socongas.com

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