

## Natural gas leaks



If you smell natural gas or suspect a natural gas leak: go outside immediately, then call CNG from a cell phone or neighbor's phone at **866.924.5325** or call **911**.

- Do not operate electrical switches or appliances. These items may spark and ignite the natural gas.
- Do not use a phone inside the home.
- Do not light a match, smoke, or extinguish any open flames.
- Do not assume someone else will report the condition.
- Do not open windows or doors to ventilate the area.
- Provide the exact location, including cross streets.

## Use your senses to detect natural gas

A natural gas leak is usually recognized by smell, sight, or sound. Remember, if you suspect a natural gas leak, get up, get out and call us or **911** immediately from a safe location. We'll respond quickly to make sure you and your family are safe.



**Smell:** Natural gas is colorless and odorless. For your safety, a distinctive, pungent odor, similar to rotten eggs, is added so that you'll recognize it quickly.



**Sight:** You may see a white cloud, mist, fog, bubbles in standing water, or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.



**Sound:** You may hear an unusual noise like roaring, hissing, or whistling.

## Know what's below

A safe home-improvement or construction job starts with **Call Before You Dig**. This free statewide service identifies any underground utilities and protects yourself and others from injury.











**It's easy.** Call **811** or visit **CBYD.com** at least 3 days before starting your project. **Call Before You Dig** tickets are valid for 30 days.

**It's free.** Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

**It's the law.** Accidentally digging into underground utilities can cause injury, environmental harm and costly damage.

## Color code for utility locations

 electric	 water
 sewer	 survey markings
 gas, oil or steam	 proposed excavation
 communications	 reclaimed water/irrigation

## Rates and tariffs

Visit [cngcorp.com/Rates](http://cngcorp.com/Rates) to view the current pricing information for customer charges and delivery rates for residential and commercial.

If you are using natural gas as your primary home-heating source, your bill should reflect that you are on the RSH (Residential Service Heating) rate. If you are not using natural gas for home heating but you are using it in other ways — water heating, drying, and/or cooking — then your bill should reflect that you are on the RSG (Residential General Service) rate. If your bill reflects the incorrect rate, please contact us at the phone numbers below.

## For more information:

Web: [cngcorp.com/ContactUs](http://cngcorp.com/ContactUs)  
Phone: **860.524.8361** (Greater Hartford) or **203.869.6900** (Greenwich).

CNSC001 Rev 12.23

# Welcome to CNG!

## Helpful information about your natural gas service



## Carbon monoxide safety

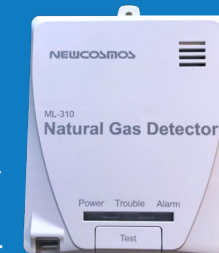
It's our job to bring reliable service to your home. Natural gas appliances have an excellent safety record, but you should know what carbon monoxide (CO) is and how it may affect you.

Carbon monoxide is a colorless, tasteless, odorless gas that is created by the incomplete combustion of all fossil fuels. It is found in combustion fumes, such as those produced by automobile engines, small gasoline engines, stoves, generators, lanterns, and natural gas ranges, or by burning charcoal, oil, wood or propane. Carbon monoxide from these sources can build up in enclosed or partially enclosed spaces or garages.

## Symptoms of exposure

The signs of CO poisoning can be the same as a cold or the flu and may lead to serious illness or even death. Symptoms may include headache, fatigue, dizziness, nausea, vomiting or the loss of consciousness.

CO detectors should be placed on each floor of your home near sleeping areas. If your detector is hard-wired or a plug-in model, be sure it has a battery back-up and check or replace the battery when you change the time on your clocks each spring and fall. The lifespan of your CO detector can range from 5 to 10 years because the sensors degrade. Look at the date stamped on the unit and review the owner's manual to determine the lifespan of your unit.



If the CO detector goes off or you suspect carbon monoxide poisoning: go outside immediately, then call CNG from a cell phone or neighbor's phone at **866.924.5325** or call **911**.

Afterwards, you should also call the Connecticut Poison Control Center at **800.222.1222**.



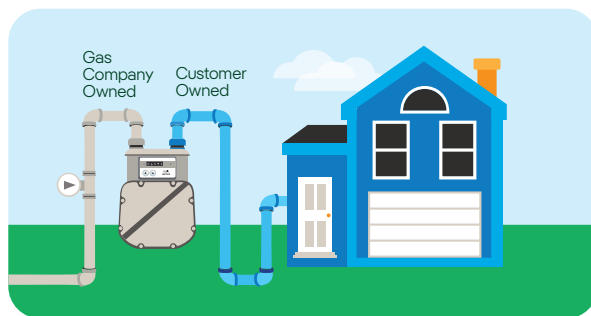
## What's ours, what's yours

As your natural gas company, it's our responsibility to maintain the safety and reliability of our natural gas distribution system and we maintain that system all the way to your natural gas meter.

As the property owner, manager, tenant or occupant, you are responsible for natural gas pipes and buried lines from the meter to your dwelling. These include:

- Pipes from your natural gas meter to appliances on your property.
- Pipes that extend from your natural gas meter underground to a building, pool or spa heater, generator, barbecue or other natural gas appliances.

If your buried natural gas piping is not maintained, it may be subject to the potential hazards of corrosion and leakage. Buried and metallic piping should be periodically inspected for leaks and corrosion. Any unsafe conditions should be repaired. Plumbing and heating contractors can assist in locating, inspecting and repairing buried piping.



## Utility identification

For your protection, all CNG employees carry a company identification card. To verify employment, look for the employee's picture, name and "Connecticut Natural Gas" on the card. Always ask to see identification before allowing anyone into your home. If you are still concerned, please call us at **860.524.8361** (Greater Hartford) or **203.869.6900** (Greenwich).

## Rights and responsibilities

It's our job to bring reliable service to your home or business. As our customer there are certain rights and responsibilities you have for the gas service we provide. Visit us at [cngcorp.com/CustomRights](https://www.cngcorp.com/CustomRights) to learn more.

## Ways to pay

We have many convenient options for you to make your payment. Visit [cngcorp.com/PayOptions](https://www.cngcorp.com/PayOptions) and view the ways you can pay your bill.

### My Account



With **My Account**, enjoy time- and money-saving tools, including viewing and paying your bill online.

### eBill



With our paperless **eBill** service, we'll send you an email when your bill is ready to view and pay.

### AutoPay



**AutoPay** gives you the convenience of having your monthly natural gas bill automatically deducted from your bank account. It's a check-free, stamp-free, and worry-free way to pay.

### Mobile App



Whether you're at home or on the go, view and pay your bill with just the click of a button by downloading our **FREE Mobile App**. Visit [cngcorp.com/App](https://www.cngcorp.com/App) and download the app today!

### Online



Make a **one-time online payment** at [cngcorp.com/MyAccount](https://www.cngcorp.com/MyAccount).

### Pay by Mail



Connecticut Natural Gas  
P.O. Box 847820  
Boston, MA 02284-7820

Please include your account number on your check or money order and allow sufficient time for your payment to be received and processed by CNG.

### Pay in Person



Pay in person at one of the many nationwide payment locations offered through our payment partners. Visit [cngcorp.com/PayInPerson](https://www.cngcorp.com/PayInPerson) for more information.

## Help with bill

### Winter Protection: November 1 to May 1



Prevents shutoff for eligible residential customers between November 1 and May 1. The Winter Protection Plan must be renewed annually, beginning in October. To prevent your service from being shut off after May 1, contact us to set up a payment arrangement.

### Matching Payment Program



Designed to help lower energy bills for residential customers who can demonstrate financial hardship. We will match every dollar paid by you or on your behalf up to a zero balance.

### Budget Billing



A free service that spreads your projected annual energy cost into 12 balanced monthly payments.

### Payment Arrangements and Assistance



Special payment arrangements can be set up for you. Contact us at **860.524.8361** (Greater Hartford) or **203.869.6900** (Greenwich) to discuss your needs confidentially. We may also be able to direct you to agencies that provide financial assistance.

### Operation Fuel



Provides emergency energy and utility assistance to households in Connecticut that are facing a financial crisis.

Visit [operationfuel.org](https://www.operationfuel.org) for more information.

### Medical Protection



Medical protection is available to residential customers or family members within the household with a serious or life-threatening medical condition.

### Energy Analyzer



Our online **Energy Analyzer** offers detailed energy use, personalized energy efficiency tips, advice and support to help you achieve savings. Visit [cngcorp.com/EnergyAnalyzer](https://www.cngcorp.com/EnergyAnalyzer) for more information.

Visit [cngcorp.com/HelpWithBill](https://www.cngcorp.com/HelpWithBill) or contact us at **860.524.8361** (Greater Hartford) or **203.869.6900** (Greenwich) to learn more.

## Natural gas safety

Natural gas safety is our first priority. We work to continually enhance natural gas pipeline safety and training methods. As new technologies are developed, we will continue to invest in pipeline integrity programs to provide the safe and reliable delivery of natural gas.

### Excess Flow Valve

An Excess Flow Valve (EFV) is a device designed to shut off the flow of natural gas automatically if a sudden and abnormal increase in flow is detected in the service line between the natural gas main in the street and your natural gas meter. You may ask to have an EFV installed on your service if one is not already installed, and if the service allows for the proper installation of this device. Visit [cngcorp.com](https://www.cngcorp.com) for more information.

### Theft of service

Anyone convicted of stealing natural gas may receive up to five years in jail and be fined up to \$5,000. Natural gas theft is dangerous, too. Tampering with a natural gas line or meter can cause serious injury. If you suspect someone is stealing natural gas energy, make a confidential call to **860.524.8361** (Greater Hartford) or **203.869.6900** (Greenwich).

### Shutoffs

Failure to pay an overdue bill may result in disconnection of service. Customers with delinquent payments will receive a separate shutoff notice following the monthly bill if the account is unpaid more than 33 days after the statement date. This notice will show the minimum payment required and the due date to avoid disconnection of service. If you receive a shutoff notice, you should make a payment, or contact us to establish a payment arrangement or determine if you qualify for hardship protection. Our representatives will work with you to avoid disconnection.

If your service is shut off, full payment of the past-due amount, plus a charge for disconnection and subsequent reconnection at current labor rates may be required before service can be restored. We will work to safely reconnect service at the first available appointment.