



A Northeast Utilities Company

APRIL 2010

## ***Peace of Mind Just Became More Affordable with Service Plans Starting at \$4 Per Month***

In these challenging economic times, the last thing you want is an expensive repair bill. Our service plans protect you from unexpected repairs that could otherwise cost hundreds of dollars. Protect your natural gas furnace-boiler and water heater more affordably than ever before. With options for either monthly or annual billing, we have a plan to fit your needs and budget.

Your plan could pay for itself many times over with just one call. If you include an annual inspection, it can be scheduled before the next heating season.

Sign up today at [www.yankeegas.com/PeaceOfMind](http://www.yankeegas.com/PeaceOfMind) or call **1.800.266.9900** (say Service Contract).

**For gas emergencies, 24 hours a day, call 800.922.3427.**



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This insert is paid for by Yankee Gas customers and NU shareholders.

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## ***Energy Assistance***

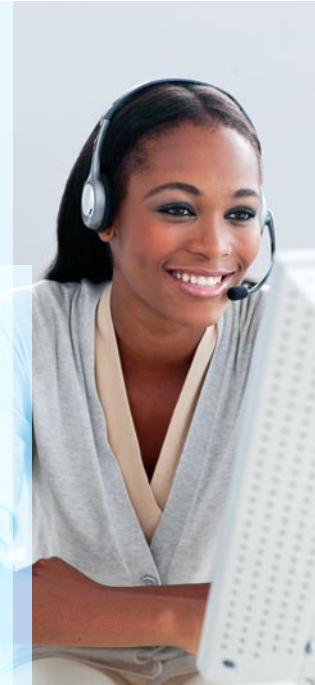
If you have been protected from shutoff, please remember that Winter Protection ends on May 1, and the deadline for applying for the Matching Payment Program is April 30. If you still need financial assistance this year, call 211 for your local Operation Fuel agency. If you have a payment arrangement with us, continue making payments.

If you are having difficulty paying your bill, please call us today at 800.438.2278 and select Special Assistance.



**Operation Fuel, Inc.**

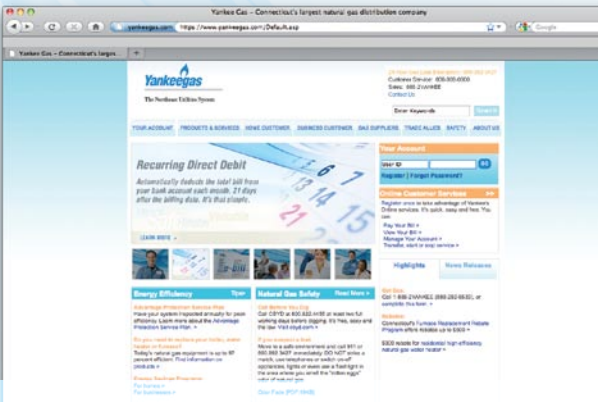
**WE'RE ALL PART OF THE OPERATION.**



## Third-party Notification Can Help

Our third-party notification program makes someone else aware of a billing problem and gives him or her ample time to take action so gas service will not be disconnected. The third party, designated by the customer, is not obligated to pay the bill. The program simply makes him or her (relative, friend, clergy) aware of possible termination of service, and is especially helpful for the elderly or those with hearing, reading or language barriers.

For more information, call us today at **800.286.5844** or sign up at [www.yankeegas.com](http://www.yankeegas.com).



## Try Our Convenient Self-serve Options

It's time to experience the ease, convenience and security of online services. Sign up today to pay your bill online at [www.yankeegas.com](http://www.yankeegas.com). Pay from your checking or savings account, whatever's easiest for you. You can also log on to check usage or account history, change a phone number – even start, stop or transfer service. Or use your telephone to access our new interactive voice response system seven days a week to pay bills, obtain billing information and more. Give it a try.

## Utility Days

In April and May, Yankee Gas and CL&P will hold Utility Days throughout the state. Held in partnership with Statewide Legal Services and hosted by Community Action Agencies, these events help limited- and fixed-income customers find ways to afford and maintain year-round service. Customers can sign up for energy assistance programs and develop a plan to deal with past utility bills and save on future bills.

For more information, visit [www.yankeegas.com/AboutYG/energy\\_expos.asp](http://www.yankeegas.com/AboutYG/energy_expos.asp).

COMMUNITY

## Please Call Before You Dig

If you're planning an outdoor building project this spring, please notify "Call Before You Dig, Inc." The law requires you to call them at least two full working days before you start digging if you will be using power or mechanized equipment, such as a backhoe. It's easy, it's free and it's the law!

To learn more about what the law requires, call CBYD at **800.922.4455** or visit [www.cbyd.com](http://www.cbyd.com).

SAFETY

