



A Northeast Utilities Company



Customer Rights and Responsibilities

As a Yankee Gas customer, there are certain rights and responsibilities you have for the service we provide. For your copy of *Customer Rights and Responsibilities*, visit www.yankeegas.com and select Home Customer. Then select General Information (FAQ). Or you can call us at 800.989.0900.

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



A Northeast Utilities Company

© 2010 Northeast Utilities Service Company

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

CD0210225M

New Customer Service Options

More than 90 percent of our customers contact us Monday through Friday between 7 a.m. and 7 p.m., so we staff our call center to effectively assist you during those times. To make it easier for customers who are unable to contact us during the week, customer service representatives are also available on Saturdays from 10 a.m. until 3:30 p.m.

In addition, we've expanded our 24-hour automated telephone self-service options. Now you can complete transactions using your voice, an easier and more natural way to communicate than using a touch-tone keypad. We've found that many customers call from mobile phones, and speech recognition allows them to conduct their transaction hands-free.

Once you have spoken a command, the automated voice recognition system will guide you through a series of questions. This technology



Continued >

gives you easy access to self-service options to quickly and securely:

- ▶ Check your account balance
- ▶ Pay your bill by check or credit card
- ▶ Make a payment arrangement
- ▶ Order a copy of your bill

If you are unable to complete your request through speech recognition, the words “main menu” can be spoken at any time to return to the primary menu options.

To use the automated phone system or speak to a representative, please call 800.989.0900. For more self-service options, visit www.yankeegas.com.



Yankeegas Field Service #1 In the East

We know that you expect the utmost professionalism when we visit your home and we deliver. According to a recent JD Power study, Yankeegas field personnel ranked #1 in the eastern region among the 20 companies rated. We're honored and we appreciate the opportunity to continue serving you.

Be Part of the Operation

Once again, the cold, winter months are upon us, and many families are turning to Operation Fuel to help them stay warm. For 32 years, Operation Fuel has provided emergency energy assistance to Connecticut residents. Yankeegas supports this initiative and matches up to \$100,000 in contributions made by our customers. You can make a difference by signing up for the Add-a-Dollar pledge program and pledge \$1 to \$10 monthly. 100 percent of funds raised through the Add-a-Dollar program are used for energy assistance grants. Call Yankeegas today to sign up or simply add one dollar to your bill payment.



Operation Fuel, Inc.

WE'RE ALL PART OF THE OPERATION.

Visit
www.OperationFuel.org
to learn more.

Keep Natural Gas Meters Clear of Snow and Ice

To avoid natural gas service problems this winter, please follow these basic tips:

- ▶ Keep meter and appliance vents clear of snow and ice
- ▶ Keep the meter visible at all times and accessible for maintenance and emergency responders, such as Yankeegas service mechanics and public safety officials
- ▶ Make sure water dripping from your eaves or roof is not freezing on the meter
- ▶ Never kick or hit a natural gas meter or its piping to break away built-up snow or ice