



A Northeast Utilities Company

MARCH 2010



Energy Assistance

If you are having difficulty paying your bill, please call us at 800.438.2278. There are several energy assistance programs available to Connecticut residents. The programs provide financial aid to help many financially challenged households pay heating and related costs. For more information, call the Department of Social Services (DSS) toll-free energy hotline at 800.842.1132. The hotline will provide information about state energy assistance and weatherization programs, eligibility criteria, local fuel banks and where to apply for assistance.

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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New Service Plan Options

Peace of mind is now more affordable with our new, monthly billing option for service plans. You can take advantage of this budget-friendly option if your account is in good standing, and starting at \$4 per month, there are options for every need and budget. Your contract will still be in effect for a 12-month period, but the cost will be spread out over 12 monthly bills. Avoid the surprise of a big repair bill; sign up today.

In addition, we now offer service plans for tankless (on-demand) water heaters. Protect your investment in this leading-edge technology and enjoy all of the benefits you have come to expect from the Advantage Service Protection Plan.

If you purchased a service plan that includes an annual efficiency and safety

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inspection, now is the time to schedule your inspection. Inspections start on April 1, so scheduling your appointment now ensures a service time that's most convenient for you.

For more information, call **800.266.9900** or visit www.yankeegas.com/peaceofmind.



Natural Gas Living Video Series

Discover how natural gas living can make your life a little easier and your home more comfortable. Watch our new video series at www.yankeegas.com/naturalgasliving. These videos highlight energy efficiency and the benefits of natural gas appliances such as boilers, water heaters, stoves-ranges, fireplaces and clothes dryers. You'll also discover options to enjoy outdoor living, such as grills, fire pits, patio heaters, pool-spa heaters, lighting and more. Take just a few minutes today to see how easy it is to add comfort, value and style to your home.

Utility Days

Limited-income customers who may be having trouble paying their utility bill are invited to join Yankee Gas at an upcoming Utility Day to make special payment arrangements and learn ways to reduce their energy bill. Additionally, customers will have the opportunity to find out if they are eligible to participate in the Connecticut Energy Efficiency Fund's (CEEF) free weatherization program.

Stamford: Saturday, March 20, 9 a.m. – 1 p.m.
CTE, Inc., 34 Woodland Avenue

New London: Saturday, March 27, 9 a.m. – 1 p.m.
OIC of New London County, 106 Truman Street

New Britain: Saturday, April 10, 9 a.m. – 1 p.m.
Human Resources Agency (HRA) of New Britain, Inc.,
180 Clinton Street

Torrington: Wednesday, April 14, 3 p.m. – 8 p.m.
Connecticut Light & Power, 174 Franklin Street

Waterbury: Saturday, April 17, 9 a.m. – 2 p.m.
New Opportunities, Inc. (NOW), 232 North Elm Street

Hartford: Saturday, April 24, 9 a.m. – 3 p.m.
Community Renewal Team, Inc. (CRT)
555 Windsor Street

Meriden: Saturday, May 1, 9 a.m. – 2 p.m.
Yankee Gas, 56 Cooper Street

Willimantic: Saturday, May 8, 9 a.m. – 1 p.m.
Eastern Connecticut State University, Wood Support
Services Center, 83 Windham Street