

Yankee Gas



The Northeast Utilities System

important information for our valued customers

Energy Assistance

Frequently asked questions from Yankee Gas customers



How do I know if I qualify for energy assistance as a hardship customer?



To qualify as a hardship customer, you must be a natural gas-heating customer. You have a legitimate hardship if one of the following apply:

- ▶ You receive one or more forms of public assistance such as Food Stamps, Aid to the Disabled, Medicaid, etc.
- ▶ Your major source of financial support is from Social Security, Veteran's Administration or unemployment compensation
- ▶ You are the head of a household and unemployed
- ▶ You have a medical condition within your household and have received protection under Yankee Gas' Medical Protection Plan
- ▶ You apply and qualify for energy assistance through your local community action agency

For more information, please call 2-1-1 for the name and number of your local community action agency, or visit www.yankeegas.com for details on household income guidelines.

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Customer Rights

As a Yankee Gas customer, there are certain rights and responsibilities you have for the natural gas distribution service we provide. For your copy of this document, visit www.yankeegas.com and select Home Customers, or call 800.989.0900.

SAFETY FIRST

Test Your Hot Water Temperature

Scalding, a concern for any safe household, can be prevented. Run the hot water for two minutes from your kitchen sink or bathtub faucet. Then use a cooking thermometer to check the water temperature. If it is more than 120 degrees, turn down the water heater's thermostat. Test the water temperature 24 hours later to make sure it was lowered to a safe setting.

Carbon Monoxide (CO) Poisoning Can Be Deadly

Whether you heat with oil, natural gas, propane or a wood-burning fireplace, your heating system can produce CO if it's not working properly or is inadequately vented. Reduce the risk of CO poisoning:

- ▶ Have your heating system inspected annually by a licensed heating contractor, your gas company or your fuel supplier — preferably before the heating season begins. Yankee Gas performs these inspections from April 1 through September 30.
- ▶ Check your chimney or vent pipes for blockage. If one exists, call a professional chimney sweep immediately.
- ▶ Make sure your home has adequate ventilation, particularly if you insulated your home, did major renovations or enclosed your heating system.
- ▶ Clear snow and ice from around appliance and equipment vents.
- ▶ Don't ignore symptoms, such as severe headache, dizziness, mental confusion and nausea.

If you suspect the presence of CO:

- ▶ Open doors and windows and leave the house.
- ▶ Immediately call your fuel supplier, heating contractor or fire department for an emergency inspection. If CO is detected, seek medical attention immediately.



The Northeast Utilities System

Our offices will be closed the following holidays: Veteran's Day – Nov. 11; Thanksgiving – Nov. 26-27; Christmas – Dec. 25; New Year's Day – Jan. 1, 2009

For gas emergencies, 24 hours a day, call 800.992.3427

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