

# Yankee Gas



# & You



The Northeast Utilities System

important information for our valued customers

## Save Energy

Keeping your home weather-tight and using energy-efficient lighting and appliances are effective ways to save energy and money all year. Yankee Gas offers low-cost or no-cost programs, through funding from the Connecticut Energy Efficiency Fund,\* to help you save energy and money, no matter how you heat your home.

Saving has never been easier. Let energy experts:

- Find and professionally seal drafts, cracks and leaks throughout your home and ductwork.
- Provide and install energy-saving compact fluorescent lightbulbs.
- Analyze your insulation and appliances and tell you about rebates and upgrades.
- Talk to you about ways to save and leave you with tips and information for staying efficient throughout the year.

Start saving before the leaves start to fall. Call 877.WISE.USE (877.947.3873) toll-free to find out which program is best for you, or visit [www.yankeegas.com/HomeCustomer/Home\\_Energy\\_Saving.asp](http://www.yankeegas.com/HomeCustomer/Home_Energy_Saving.asp).

### Peace of Mind for Pennies a Day

Avoid costly repairs. Protect your central heating and water heating equipment and protect your household budget. With a Yankee Gas service plan you can do both. Act now! Sign up before October 15 and receive a free copy of *Natural Living* magazine, which offers easy tips to improve your home's energy efficiency. Please visit [www.yankeegas.com/PeaceofMind](http://www.yankeegas.com/PeaceofMind) or call 800.266.9900, option 6.



\* Connecticut's Energy Efficiency Programs are funded by a charge on customer energy bills. The Programs are designed to help customers manage their energy usage and cost.

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## Third-Party Notification

This program makes someone else aware when a customer falls behind in payments, with 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 the third party (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 800.989.0900, or sign up at [www.yankeegas.com](http://www.yankeegas.com).

## Keep Meter Areas Clear

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

- Keep your meter and appliance vents clear of brush and plantings and free of debris
- Keep the meter visible at all times and accessible for maintenance and emergency responders, such as Yankee Gas service mechanics and public safety officials



**Q** What programs and services are available to help limited-income families?



**A** Help is available for those struggling to pay their energy bills.

- **Low Income Home Energy Assistance Program (LIHEAP)** is the largest source of energy assistance for lower-income families. In Connecticut, consumers who need energy assistance can call Infoline at 211 to locate the nearest Community Action Agency and learn if they qualify.
- **Operation Fuel** and similar funds provide assistance to families who may not qualify for other assistance. Yankee Gas, along with other utility companies, encourages customers to add \$1 to their monthly bill payments to support Operation Fuel.
- The Yankee Gas **Matching Payment Program** allows income-eligible, gas-heating customers with past-due balances to work out monthly payment arrangements so their service will be provided year-round. To be eligible for the program, customers must have gas heat, apply and qualify for energy assistance funds payable to Yankee Gas, and keep up with a monthly payment arrangement. Please call 800.438.2278.
- The Yankee Gas **Winter Protection Plan** protects income-eligible, gas-heating customers from having their gas service turned off if they fail to pay their bill between November 1 and May 1. Please call 800.438.2278.

## Today's Actions Help Shape Our Future

Northeast Utilities (NU), the parent company of Yankee Gas, has published its inaugural 2008 Corporate Social Responsibility Report outlining its efforts to manage NU and Yankee Gas in a sustainable manner. You can read the complete report on [www.nu.com](http://www.nu.com).



The Northeast Utilities System

In observance of the following holidays, our offices will be closed on: Labor Day - Sept. 7; Columbus Day - Oct. 12; Veteran's Day - Nov. 11; Thanksgiving - Nov. 26 & 27

For gas emergencies, 24 hours a day, call 800.992.3427