



A Northeast Utilities Company

APRIL 2012

Customer Rights and Responsibilities

Yankee Gas customers have rights and responsibilities for the service we provide. For a copy of *Customer Rights and Responsibilities*, visit www.yankeegas.com and select 'Customer Service,' then 'Customer Rights.' Or you can call us at **800.989.0900**.



**For gas emergencies, 24 hours a day, call 877.YG4.LEAK
(944.5325)**



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

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Winter Protection Ends May 1

If you are enrolled in our Winter Protection Plan, please remember that the program ends on May 1, and the deadline for applying for the Matching Payment Program is April 30. If you are having difficulties paying your natural gas bill, please call us today at 800.438.2278. Our representatives are available to assist you with special payment arrangements tailored to your individual needs.

If you already have a payment arrangement with us, please continue making payments.

To learn about other energy assistance programs you may qualify for, such as Operation Fuel, call **2-1-1** or visit www.211ct.org.



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Get Peace of Mind with a Service Plan from Yankee Gas

If something goes wrong with your furnace, boiler or water heater, you may be faced with no heat, no hot water and the inconvenience of finding a qualified technician to make an urgent repair. And, that repair could cost you hundreds of dollars, with parts and labor.

Our Advantage Protection Service Plan gives you the help you need. With just one call to Yankee Gas, you'll get peace of mind and be protected from expensive repair costs.

Visit www.yankeegas.com/PeaceofMind or call **800.266.9900** to learn more.

Schedule a Speakers Bureau Presentation

Looking for a topic for your next community meeting? Invite a Yankee Gas energy expert to speak to your school or organization about natural gas safety, energy efficiency, the benefits of natural gas and other topics.

Schedule an interactive presentation today by visiting www.yankeegas.com, and selecting 'Our Company,' then 'Events.'

Use 8-1-1 to "Call Before You Dig"

If you're planning an outdoor building project this spring, even a small deck or addition, don't forget to "Call Before You Dig." The law requires you to call at least two full working days before you start digging if you will be using power or mechanized equipment, such as a backhoe. Yankee Gas and other utilities will then locate and mark our underground equipment in the area.

It's easy, it's free and it's the law! To learn more, call **8-1-1** or visit www.cbyd.com.

