Yankeegas
The Northeast Utilities System

Yankee Gas

Customer Rights and Responsibilities

As a Yankee Gas customer, there are certain rights and responsibilities you have for the natural gas service we provide. This document explains procedures and your rights relating to Yankee Gas service. We hope you will find the information helpful and keep it for future reference.

Paying Your Yankee Gas Bill:

Your Yankee Gas bill is due and payable upon receipt. You have 28 days from the statement date to the due date for your payment to post. If your payment does not post within 28 days after the statement date, a late payment charge of 1% may be assessed on the past due balance. Late payment charges are not applied to:

- balances of residential customers with a verified hardship;
- balances that are being disputed;
- accounts with an active payment arrangement.

If you are having difficulty paying your gas bill, please call our Credit professionals at 1-800-438-2278 to request a payment arrangement.

Payment Arrangements:

We will make every effort to help you pay your Yankee Gas bill and avoid a service shut off. We will work with you to create a reasonable payment arrangement before we shut off your gas service for non-payment. A reasonable payment arrangement will result in payment of:

- the past-due portion of your gas bill over a reasonable period of time; and
- current or future bills within 28 days after the statement date.

If you have a payment arrangement you can't keep because of a change in your financial circumstances, you should call our Credit professionals at 1-800-438-2278 before your next payment is due to discuss your financial circumstances and determine what is required to protect your gas service from being shut off for non-payment.

If you are not satisfied with any payment arrangement we have attempted to make with you, we will refer your account to a Company Review Officer who will attempt to reach an agreement with you.

Appeal Process: If you are dissatisfied with the Review Officer's written decision or the payment arrangement, we will give you a written report and you may appeal within five (5) days to the Department of Public Utility Control (DPUC)'s Consumer Assistance Division. You should mail your request to:

The Department of Public Utility Control
Consumer Assistance Division
10 Franklin Square
New Britain, CT 06051

If you disagree with the Consumer Assistance Division's decision, you may request a hearing at the DPUC within ten (10) days. We will not terminate your gas service while you are in the process of appealing. ***You must, however, continue to pay your current bill during this period.***

Disputed Bills:

If you have received a shut-off notice, and you have a question or a complaint about your bill or about our services or our policies, please contact our Customer Service professionals promptly at 1-800-989-0900 so we can investigate your complaint. Your service will not be disconnected until we have notified you, orally or in writing, of the results of our investigation.

Appeal Process: If you are not satisfied with the results of our investigation, you may request within seven (7) days that a Company Review Officer review your account. If we do not hear from you, we may terminate your gas service without further notice. The Review Officer will give you a written decision within ten (10) days.

If you still consider your bill to be inaccurate, or if you have any other complaints pertaining to this matter, you have a right to request a further investigation by the DPUC within ten (10) days of receipt of the Review Officer's written decision. You should put your request for a further investigation by the DPUC in writing to:

The Department of Public Utility Control
Consumer Assistance Division
10 Franklin Square
New Britain, Connecticut 06051

If you disagree with the Consumer Assistance Division's decision, you may appeal and request a hearing at the DPUC within ten (10) days. We will not terminate your gas service while you are in the process of appealing. ***You must, however, continue to pay your current and undisputed bills during this period.***

Medical Hardships:

We will not disconnect, deny, or refuse to reinstate your gas service if you or a resident of your home has a serious illness. Your medical doctor must certify your serious illness by telephone within thirteen (13) days after we mailed you a shut off notice. Then your medical doctor must complete and return a Yankee Gas physician certification form within seven (7) days of the call.

The written physician certification form must include:

- the name and address of the seriously ill person;
- what the specific illness is;
- the length of the serious illness; and
- the doctor's office address, license and telephone numbers.

If the length of the serious illness is not specified, the physician certification form must be renewed every 15 days. If the doctor has specified the length of the serious illness but the serious illness extends beyond that date, the certification must be renewed before it expires. The company may dispute the validity of any physician certification form with the DPUC.

While your account is medically protected for serious illness, you must enter into and maintain a reasonable payment arrangement by calling our Credit professionals at 1-800-438-2278.

Winter Protection:

If you are a residential gas heating customer who qualifies for our Winter Protection Program, Yankee Gas will not disconnect or refuse to reinstate your gas service from November 1 through May 1.

If your gas service has been disconnected for non-payment, Yankee Gas will reconnect your gas service providing a payment is made. The minimum payment is the lowest of the following:

- 20 percent of the outstanding balance;
- $100.00; or,
- payments missed on a payment arrangement between November 1 and October 31, such as the Matching Payment Program.

To determine if you qualify, please contact our Credit professionals at 1-800-438-2278. You will be required to provide proof of hardship and we may deny your claim if it is not valid.

To continue receiving gas service after May 1, you should arrange to make payments on past due amounts and have an active payment arrangement in place by May 1. If you are unable to reach a satisfactory payment arrangement with us, you may request a Review Officer as described in the section titled **Payment Arrangements.**

Third Party Notification:

If circumstances are making it hard for you to keep track of your Yankee Gas account, you may request that a relative, friend, clergyman or social service agency receive a reminder from us when your bill is overdue and you are in danger of having your gas shut off. The third party will not be held liable for payment of your bill unless they've previously agreed to assume that responsibility. You may make Third Party Notification arrangements by contacting our Customer Service professionals at 1-800-989-0900.

Paid for by Yankee Gas customers.