

Yankee Gas is now Eversource

Be sure to visit our new web site — eversource.com — to pay your bill, manage your account, learn about ways to save energy and more. For eBill customers, the same username and password will continue to work. If you need to reach us via phone, you can continue to call 1-800-989-0900. Business customers, should call 1-888-688-7267. For Gas Leak Emergencies, please call our 24-hour hotline at 1-877-944-5325. And don't forget to follow Eversource on Twitter (twitter.com/eversourcect) and "like us" on Facebook (facebook.com/eversourcect).

New Billing Information? Please Let Us Know

Eversource provides a bill for your account each month and takes great care to ensure its accuracy. Please check your billing information and if anything is incorrect, call Eversource Customer Care at 1-800-989-0900. The person whose name appears on your bill is responsible for all the charges on the account at the rate shown on the bill.

Here is what to check on your current Eversource bill:

- Your name
- Your address
- Your billing rate (see rate schedules)
- Your meter number

If you recently added natural gas heating equipment in your home, your billing rate may need to be adjusted. Please call us at 1-800-989-0900 to verify your rate.

Eversource Rate Schedules

Rate 01 – Residential Non-Heating Service

For all single family homes, or multi-family residential dwellings serving five or fewer units from a single meter, where natural gas is used for applications other than space heating (i.e., water heating, cooking, fireplace, etc.).

Rate 02 – Residential Heating Firm Service

For all single family homes, or multi-family residential dwellings serving five or fewer units from a single meter, where natural gas is used as the primary home heating source.

Rate 03 – Residential Multi-Dwelling Firm Service

For all residential dwellings serving six or more units from a single meter, for all purposes.

Rate 02-SE – Residential Rate – System Expansion

For new service provided to customers with single family dwellings and multi-family dwellings with five or fewer units from a single meter as of January 1, 2014. This rate is used when natural gas is the primary home heating source.

Rate 03-SE – Residential Rate – System Expansion

For new service provided to property owners of all multi-family dwellings with six or more units served through a single meter as of January 1, 2014.

Rate 10-SE – Small General Firm Service – System Expansion

For new service installations on or after January 1, 2014, for all commercial or industrial customers with actual or expected consumption of 5,000 Centum cubic feet (Ccf) or less per year.

Rate 20-SE – Medium General Firm Service – System Expansion

For new service installations on or after January 1, 2014, for all commercial or industrial customers with actual or expected consumption of greater than 5,000 Ccf and equal to or less than 20,000 Ccf per year.

Rate 30-SE – Large General Firm Service – System Expansion

For new service installations on or after January 1, 2014, for all commercial or industrial customers with actual or expected consumption of greater than 20,000 Ccf per year.

Energy Assistance Deadline:

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 1-800-438-2278.

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 for which you may qualify, such as Operation Fuel, call 2-1-1 or visit 211ct.org.



Save Time with Eversource— Sign up for eBilling

Eversource offers fast, secure and convenient online bill payment solutions on eversource.com. Sign up today to receive your bill electronically and pay it online. Pay from your checking or savings account, or with Visa or MasterCard (credit card convenience fee applies). You can also log on to check usage and account history, change a phone number—even start, stop or transfer a service.

Visit eversource.com or contact Eversource Customer Care at 1-800-989-0900 anytime to pay bills, obtain billing information and more, using our interactive voice response system.

Use 811 Call Before You Dig



If you're planning an outdoor building project this spring, even a small deck, don't forget to "Call Before You Dig." The law requires you to call at least two full working days before digging begins. Eversource and other utilities will be notified so that they can locate and mark underground equipment in the area.

There is no charge for this service. Anyone excavating is required to take special precautions when working near underground facilities. A scrape, dent or crease to the pipe may cause a future leak or failure.

Carbon Monoxide What you need to know

Carbon monoxide (CO) is odorless, colorless and tasteless, but still very toxic. Whether you heat your home with natural gas, heating oil or propane, your heating system can produce CO if it's not working properly or is inadequately vented. Carbon monoxide is also produced from internal combustion devices (e.g., cars, small gasoline engines).

What are the symptoms of carbon monoxide poisoning?

The symptoms of carbon monoxide poisoning are often confused with those of influenza. The highest incidence of poisoning occurs during the flu season. Carbon monoxide poisoning symptoms include:

- headaches
- dizziness
- weakness
- unclear thinking
- shortness of breath
- loss of muscle control
- nausea
- vision problems

High concentrations of carbon monoxide can lead to unconsciousness, brain damage or death. However, a victim may not experience ANY of these symptoms, or only one or a few of the symptoms. You should suspect the presence of carbon monoxide if symptoms tend to disappear when you leave home.



If you suspect the presence of CO:

- Alert your family, employees or workers and exit the area immediately.
- Open the windows and doors on your way out if you are able to do so.
- If carbon monoxide is detected by your alarm, exit the area immediately, and call 911 to notify your local fire department.
- Have your heating equipment inspected by your fuel supplier or a licensed heating contractor to ensure that it is in good working order.

Important information about Customer Responsibility for Gas Line Maintenance

Eversource and other natural gas utilities are required by federal and state regulations to maintain gas lines up to and including the gas meter. We continually monitor the lines to prevent unsafe conditions from developing. At Eversource, safety is a TOP priority for our workers, customers and community. Some Eversource customers have buried gas lines beyond the meter, extending from the meter into their home or business. Maintenance of these gas lines is the responsibility of the gas user or property owner, not Eversource. If this piping is not maintained, it may be subject to the potential hazards of corrosion and leakage.

Buried gas piping should be periodically:

- Inspected for leaks
- Inspected for corrosion if the piping is made of metal
- Repaired if any unsafe condition is discovered

Working in Your Neighborhood

Springtime typically means more people are working outdoors and that's true for Eversource, too. This is the time of year when Eversource conducts its annual compliance inspections for public safety. We will be surveying the streets in front of your home or business and walking around to check the services on your property in order to ensure the safety and reliability of our system.



If you have an indoor meter, Eversource may be contacting you by letter, door hanger or in person to request access. We may conduct a variety of inspections, such as leak surveying on the meter and surrounding piping, and corrosion testing. Completion of all tests may require visits by multiple personnel to enter your home or business. All Eversource employees and vendors carry company-issued photo identification. Please feel comfortable asking our employees to see their badges.

Your cooperation is greatly appreciated. If you have any questions or concerns, please call us at 1-800-989-0900.

How did your home heating system perform this winter?



Empowering you to make smart energy choices

energizect.com

Are you considering an upgrade?

High-efficiency natural gas heating equipment can achieve efficiencies as high as 97 percent. Upgrading your older equipment, which may range in efficiency from 50 to 76 percent, leads to energy savings, which translates to dollar savings... dollars you can use to spruce up your home this spring or to plan the next family vacation. Plus, with Energize Connecticut instant discounts, you'll save on the cost of the new equipment. We've partnered with local distributors to discount eligible furnaces, boilers and boiler circulator pumps to save you \$100 to \$750 at the time your contractor purchases the equipment for your home.

If you need financing for your energy-efficient equipment upgrade, we can help! The Energize Connecticut Heating Loan is being offered at zero percent through May 31, 2015. Plus, for your convenience, monthly payments can be made on your Eversource electric bill. Learn more at CTEnergyloan.com.

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