



CRCOG – Conn. Natural Gas Customers

Hess Corporation guidelines for enrolling and de-enrolling accounts.

1. ENROLLMENT:

- a. Provide a copy of the most recent CNG bill with valid account number to Michael Nelsen:
E-mail: mnelsen@hess.com
Phone: (800) 437-7265 ext. 6623
Fax: (866) 239-5671 **Reference: "CRCOG"**
- b. If an account is over 5,000 ccf of use per year for rates LGS, GS & IS (IT) a lead time is needed for new accounts in order to allow for installation of telemetering equipment. (45 days prior to desired contract start date should be sufficient but more time may be needed.) See item "5. *Installation of Telemetry Device*" below.
- c. If 5,000 ccf of use per year or less for rates SGS & RMDS account can be enrolled 3 business days prior to the meter read of the desired enrollment month provided all appropriate contracts and enrollment forms have been received and processed by Hess.
- d. CNG's "*Transportation Election Agreement (TEA)*" must be completed and signed along with appropriate Hess contracts. An electronic version of the "*Transportation Election Agreement (TEA)*" can also be found at: www.cngcorp.com/marketer_services/TEA.pdf

2. TRANSFER FROM ANOTHER MARKETER:

- a. A lead time of 3 business days prior to the cycle read date is required.
- b. CNG's "*Transportation Election Agreement (TEA)*" must be completed and signed along with appropriate Hess contracts.

3. DE-ENROLLMENT:

- a. If customer is returning to the Local Distribution Company (LDC) a 30 day notice is required.
- b. Hess may provide a release if customer is contracting with another supplier and can be de-enrolled 3 business days prior to the cycle read date of the last month of Hess contract.
- c. If a service location is being discontinued, sold or demolished please contact a Hess representative who can assist in the de-enrollment process.



4. NEW CONSTRUCTION:

- a. An estimated monthly usage profile for a minimum of 12 months must be provided to initiate pricing.
- b. If estimated use is under 5,000 ccf annually, once meter is set by utility proceed with step "1. c." above.
- c. For accounts with use of 5,000 ccf or more annually, proceed with step "5. *Installation of Telemetry Device*" below.

5. INSTALLATION of TELEMETERING DEVICE:

- a. CNG requires that each LGS, GS & IS (IT) customer install and maintain a phone line in close proximity to the meter. See Connecticut Natural Gas' "*Telemetry Requirements*" attached. An electronic version is available at: www.cngcorp.com/marketer_services/telemetry.html
- b. Once an operable phone line is in place contact CNG's Transportation department:
Ted Muchler – Transportation Manager
tmuchler@ctgcorp.com
Phone: 860-727-3316
- c. Once the telemetry device is installed and phone line is operable, proceed to step "1. d." of "*Enrollment*" above.

6. NON-OPERATIONAL PHONE LINE:

- a. If after initial installation, the phone line becomes inoperable, the customer must coordinate the repair and keep the line operable to remain a transportation customer with CNG and Hess.
- b. If a CNG or Hess representative provides the customer with a notice of an inoperable phone line status, the customer must respond as quickly as possible to repair. Once repaired, the customer must please respond back to the contact who initially notified him of the issue.

**CONNECTICUT NATURAL GAS CORPORATION
TRANSPORTATION ELECTION AGREEMENT (TEA)**

This Agreement is by and between Connecticut Natural Gas Corporation (the "Company") located at 77 Hartland Street, East Hartford, Connecticut and _____ ("the Customer") located

at _____. The purpose of this Agreement is to establish Third-Party Supplier Service and incorporate by reference the Company's tariffs(s) and the Company's rules and regulations as such tariffs, rules and regulations may be modified from time to time. (Copies of the tariffs are available through the Company's web-site at <http://www.cngcorp.com> or at our Company's headquarters).

Company Account Number	Service Address	Requested Rate/Tariff ^(a) (circle one per account)	Maximum Daily Quantity (MDDQ) in Mcf ^(b)
_____	_____	RMDDS, SGS, GS, LGS, IS	_____
_____	_____	RMDDS, SGS, GS, LGS, IS	_____

Check this box if an attachment is being provided which includes the election information above and the Agreement Date of this document. The attachment must at least include for each account: company account number, service address.

- (a) If the Customer either requests a rate/tariff for which they do not qualify or chooses to accept the Company's rate/tariff assignment (by not requesting one) then the Company will assign the Customer to the appropriate rate/tariff and notify the Customer (or the Customer's authorized agent) of such.
- (b) The Customer (or Customer's authorized agent) and the Company will mutually agree to an MDDQ. If the Customer agrees to abide by the MDDQ, as established by the Company, the Customer should leave this field blank.

The parties agree to the following terms and conditions that will apply to the above referenced accounts:

- 1) The term of Third-party Supplier Service is for an initial period of not less than one year. This period will commence on the first day that the Company accepts and the Customer receives Third-party Supplies (the "effective date"). The Customer may terminate Third-Party Supplier Service by providing a written termination notice thirty (30) days prior to the first anniversary date or anytime thereafter. This agreement supersedes any prior Transportation Election Agreement between the Customer and the Company.
- 2) The Customer herein provides the Company with the name of the entity (the "Operator") providing them with service under the Company's Transportation Receipt Service (Rate TRS), Optional Balancing Service Rider (Rate BAL), Optional Standby Service Rider (Rate STB) and Optional Storage Service Rider (Rate STO). The Customer appoints the Operator as agent for the Customer on all issues related to Rate TRS including, but not limited to, the assignment of the applicable customer pool and gate station under which service(s) shall be provided.
- 3) The Customer authorizes the Company to provide information directly to the Operator. This information may include past and future consumption and billing information.
- 4) This agreement will be null and void if the Operator (or Customer) fails to deliver third party supplies intended for the use of the accounts identified herein within ninety (90) days of the Company receiving this agreement.
- 5) Customers with annual usage exceeding 5,000 ccf that receive Third-party Supplier Service must install the necessary telephone line(s) or extension(s), terminated near the Company's gas meter, to permit the installation of Company owned and operated telemetering equipment. Customers hereby certify that they will thereafter maintain the telephone line(s) or extension(s) to allow usage to be reported to the Company on a daily basis. Failure to do so may result in additional charges being incurred. The Customer may receive information about these potential charges by calling the Gas Transportation Hotline at (866) 536-9434.

The billing option should be (check one):

Customer Option – The Customer will receive two bills one from the Company for delivery service and the other bill issued by the Operator reflecting commodity charges and any other charges defined by contract between the Customer and Operator. The Customer remains legally and financially obligated to pay bills rendered by the Company.

Operator Option – The Customer will receive one bill from the Operator that will include both charges for delivery service from the Company, and charges from the Operator for commodity and other charges defined by contract between the Customer and Operator. The Operator remains legally and financially obligated to pay bills rendered by Company.

Company Option – The Customer receives one bill from the Company that will include both charges for delivery service from the Company, and charges from the Operator for commodity and other charges defined by contract between the Customer and Operator. Customer remains legally and financially obligate to pay bills rendered by Company.

Signatures

Customer Signature	Customer Printed Name	Customer Phone #
24-Hour Contact Name	24-Hour Phone Number	Date
Operator/Supplier	DPUC Registration #	

Telemetering Requirements

CONNECTICUT NATURAL GAS CORPORATION TELEMETERING REQUIREMENTS

Telemetering equipment is required for all rates that contain provisions that require usage information for periods other than those used in monthly cycle billing (rate schedules IS, LGS and GS. Connecticut Natural Gas Corporation (CNG) maintains ownership of the telemetering devices and is responsible for their ongoing maintenance and troubleshooting.

About the devices

CNG's vendor for telemetering devices is Itron/Metscan Inc. Presently three types of units are installed to measure consumption; CID-30@s, CMD-20@s, and CMD-2000@s. The type of unit for a particular location is selected based on the type of phone line present and whether or not the Customer's meter is pressure compensated.

Phone line

A standard voice grade phone line capable of making outside telephone calls is required. The Customer is responsible for the cost of installing and maintaining the phone line. The customer may use a single phone line to serve multiple meters if the phone line can be physically run to the meters. Failure by the customer to maintain this line connected to the telemetering device will jeopardize their tariff compliance and may cause the customer to incur incremental costs, or ultimately require the customer to switch to an alternate tariff schedule that does not require telemetering. In the event of a phone line failure, the Customer will be afforded a five-day cure period (after notification by CNG) in which to have the phone line repaired. Note to phone line installers: the standard voice grade phone line capable of making external phone calls should be terminated outside the building near CNG's gas meter. There should be sufficient phone line coiled to reach CNG's gas meter or telemetering equipment (if present). Finally, the end of the phone line should be cut and does not require a phone jack of any kind since it will be hardwired into the Itron/Metscan device.

Dedicated vs. Shared Phone Lines

The Customer may choose between using either a dedicated or a shared phone line for the telemetering equipment. The advantages of a dedicated phone line are that communications are often more reliable and consumption information can be provided to the Gas Marketer and/or Customer within several hours of the close of the gas day. This provides the Gas Marketer and/or Customer the best opportunity to adjust the level of supplies received for the Customer with the Customer's expected gas usage to minimize the costs associated with transportation service. Shared phone lines cannot transmit consumption information when the phone line is being used by another individual or application (e.g. a fax machine or computer). This potentially presents a time lag in reporting the consumption information to the Marketer and/or Customer to act upon. From a Customer's perspective there are two disadvantages associated with a dedicated phone line. The first is that a time lag may be introduced by the Phone Company that delays the start of transportation service. The second disadvantage associated with a dedicated phone line is that additional expenses will be incurred by the Customer initially and on a monthly basis associated with dedicated telecommunications service. The Customer should take these advantages/disadvantages into consideration when choosing between dedicated and shared phone lines for the telemetering equipment.

Telephone Line Notification / Telemetering Installation

Once the Customer, or the Marketer acting on the Customer's behalf, has installed/activated the required phone line (or extension) then CNG should be notified by sending in the required enrollment form (TEA). Typically, CNG will install the telemetering equipment within two business days after receiving the Transportation Election Agreement.

Telephone Numbers

Since the Metscan units are programmed to call into CNG, we do not keep a record of the phone



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numbers connected to the Metscan device. CNG recommends that the customer make a note of the phone line being used since that line may require maintenance at a later time.

Electricity Requirements

None. The Itron/Metscan units used by CNG are battery powered telemetry devices. At this time no requirements exist for the customer to install A/C power for these units.

Customer Access to Consumption Information

Historic usage information can be accessed by the customer, and/or an authorized agent acting on the customer's behalf, with daily consumption information under rate schedules IS, LGS and GS.

If you have any questions on this, please call our Transportation Hotline at (860) 727-3300.

CID-30®/CMD-20® /CMD-2000® are registered trademarks of Itron/Metscan Inc.

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