



THE BERKSHIRE GAS COMPANY  
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Dear Customer,

For a number of years, prior to the onset of each heating season, we have been communicating with you in an effort to provide information that should be useful in planning for, and managing, your winter heating bills. Typically, this letter has been sent once the United States Department of Energy has issued its annual winter heating cost projections in October. Even though this projection has not been issued yet, we do know that all energy prices are higher, including natural gas, and your bills should be higher than they were last winter. For that reason, we felt it was important to communicate with you earlier than usual so you can focus on what to do immediately to help manage your energy costs.

Included with this letter is important information for you about budget payment plan options, energy efficiency programs and payment assistance plans and programs. I encourage you to review this information and take action now. By doing so now, you can best position yourself to take advantage of available programs and services.

### **How You Can Save Energy and Money**

We are committed to working with our customers to help manage energy use and cost.

- **Control Your Heating Costs** - You can control your heating costs by using energy wisely and making sure that both your natural gas-fired equipment and your home are as efficient as possible. Taking some simple steps, like turning down your thermostat whenever possible, can go a long way toward helping you manage your energy costs.
- **Budget Billing** - The best way to manage your energy costs is through our Budget Billing Program. Budget payment plans allow you to spread your energy costs evenly over 12 months. To learn more and find out if you are eligible, please call our Customer Care Center at (800) 292-5012.
- **Payment Assistance Information** - On the other side of this page, we have provided information on our payment assistance plans and payment assistance programs. I encourage you to read these documents and take action right away.

Enclosed you will find important information about the energy conservation programs we offer and energy saving tips for your household. For your convenience, we will post updated price information, as it becomes available, on our website at [www.berkshiregas.com](http://www.berkshiregas.com).

It is important to remember that we do not profit from higher natural gas prices. The price of natural gas is set by supply and demand in the marketplace. The price we pay for natural gas supplies is passed on to you without any markup. You can be sure however, that we will always work to purchase natural gas at the lowest possible price on your behalf. We take this responsibility very seriously and look forward to continuing to serve your natural gas needs.

Sincerely,

Karen L. Zink  
President