



THE BERKSHIRE GAS COMPANY  
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Dear Customer,

With the winter heating season just ahead, we wanted to let you know what you can expect with regard to natural gas supply prices. We also wanted to pass along some of the options available to help you manage any change in natural gas supply prices or increased use as a result of colder-than-expected weather.

### Natural Gas Supply and Prices – Good News

This year, we are happy to share some good news with you. Natural gas customers can expect lower bills on average this winter compared to last year. Plentiful domestic natural gas supplies and lower prices will drive bills down this winter and provide welcome relief during these difficult economic times. In its most recent forecast, the U.S. Department of Energy's Energy Information Administration (EIA) stated that the total amount paid for natural gas consumed by a representative residential customer this coming winter will be lower than last winter.

Generally speaking, in our region, it is anticipated that natural gas supply prices will remain stable for the heating season, barring any unforeseen changes in the energy markets. In the interest of keeping your heating bills as low as possible, we constantly work to buy the most reliable and lowest cost natural gas supplies available in the competitive marketplace for you. By doing this, we were able to lower the cost you paid for natural gas twice during the last winter heating season. If there are any significant reductions in the cost of natural gas during this heating season, your cost should go down again.

Your monthly heating bill is affected by the price of natural gas and, the amount of natural gas you use to heat your home or business. Your consumption of natural gas could be higher or lower than previous winters depending on the severity of the weather – the colder the weather, the more natural gas you are likely to use, particularly for heating. It should be noted that Berkshire Gas does not make any profit on natural gas supply. Our revenues are earned from providing the delivery service.

Compared with other fuels, natural gas continues to be a solid energy value.

### 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, at [www.berkshiregas.com](http://www.berkshiregas.com).

Natural gas is the affordable choice to cleanly and efficiently heat our homes now and for years to come. We appreciate your business and look forward to continuing to serve your natural gas needs.

Sincerely,

Karen L. Zink  
President