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# your pipeline newsletter

 **ENBRIDGE**  
ENBRIDGE ST. LAWRENCE GAS

October 2014

For 24 hour emergency service call: 1-800-673-3301  
For non-emergencies call: 769-3516, 322-5792, 1-800-454-2201  
P.O. Box 270 • Massena, NY 13662 • [www.stlawrencegas.com](http://www.stlawrencegas.com)

## Carbon Monoxide Awareness

At this time of year, we like to remind our customers to be sure all fuel burning equipment has been cleaned and maintained so it will operate properly. Insufficient combustion air, a plugged chimney, a cracked heat exchanger, or vent pipes in poor condition are ways that Carbon Monoxide could be produced or introduced into your building. A person exposed to carbon monoxide may complain of dizziness, headache, nausea, fatigue and other symptoms similar to those associated with the flu.

The severity of the symptoms will vary, depending on the person's age and general health, level of physical activity, and the duration and concentration of exposure. In very severe cases, CO poisoning can be fatal.

What Can You Do To Prevent CO In Your Home?

- Never operate vehicles or emergency generators in an enclosed area.
- Keep vents and chimneys clear of blockages.
- Never operate charcoal grills, portable gas grills or similar equipment inside a home, garage or other enclosed area.
- Do not use a gas range, oven or clothes dryer for heating.
- Have space and water heating equipment inspected regularly by a qualified technician.
- Purchase a CO detector, which should be certified to the national standard for CO detectors.

If you suspect a CO problem, you should turn off fuel burning appliances, open doors and windows to air out the home and call a qualified technician.



## Snow & Ice on Meter

This winter please check your outside gas meter and regulator to make sure that no ice builds up on either. The gas regulator is a disc shaped device usually installed near the outside wall of your house in the piping connected to the gas meter. Ice build-up around the



meter and regulator can cause an uneven supply of natural gas to your appliances. Do not use sharp objects to remove the ice. If you notice a significant build up and are unable to safely remove the ice please call Enbridge St. Lawrence Gas.

## Budget Billing

Enbridge St. Lawrence Gas offers our customers a budget plan which spreads out the cost of the annual gas usage over the plan period. The plan starts with the September bill and ends with the August bill of the following year. Customers may choose the budget plan even though they may have received their September and October bills. In this case, the cost will be spread over 10 months rather than 12. Customers on

budget billing pay exactly the same amount for their gas as customers who pay as they go. The gas bill always shows the current monthly charge, the amount due for the budget payment, and the YTD balance (amount of credit or amount due company) after the current charges are paid. If you're interested, call our billing department at (315) 769-3516 ext. 750

Home Energy Assistance Plan (HEAP) for 2014-2015 will open in November. Please watch your local newspaper for details. HEAP is a Federally funded program designed to assist low income households to pay for their utility bills or purchase deliverable fuels such as wood and oil. As an assistance program, it is not designed to pay for the entire winter's heating cost. The HEAP payment is a grant and does not have to be repaid.

## Cost of Natural Gas

If you're wondering what your natural gas will cost this winter, here's what we can tell you. Your distribution charges will be unchanged from last year. The rest of your bill is for the commodity (gas). Utilities do not make money on the cost of gas and have limited control over the price. Your commodity charges reflect only what it costs us to purchase gas on your behalf. Included are the natural gas itself, the charge to transport your gas over the TransCanada Pipeline, and the cost of transporting

After the economic crisis of 2008, NYS Legislators enacted a "temporary state assessment" on utility ratepayers. Since then it's estimated that the State has collected billions of dollars from this tax, most of which

## Energy Efficiency Rebates

Funding for the 2014 residential energy efficiency program is nearly depleted. Customers must submit applications for rebates on qualifying equipment installed in 2014 no later than January 15, 2015. If the program is closed due to lack of funding, applications will be held in the order they are received (by postmark date or date delivered to our office) and will be paid if additional funds

Throughout the year our customers receive safety information in their gas bills. Lots of folks toss these out as "junk mail" but the stuffers contain important

## Winter Safety Tips

We hate to say it but Old Man Winter is on his way. Here are some terms you may hear and what they mean.

- Winter Storm Watch – Severe winter weather may affect your area.
- Winter Storm Warning – Severe winter weather will affect your area.
- Blizzard Warning – Large amount of falling snow or blowing snow with winds of at least 35 mph expected to last several hours.
- Wind Chill – The effect of wind in combination with temperature, which increases the rate of heat loss to the human body.

Information from the St Lawrence County website advises that the program is governed by the NYS Department of Social Services. Households in which one member is receiving Temporary Assistance or Food Stamps and certain SSI recipients are categorically income eligible. Other households are income tested. Applicants will need to provide proof of income, proof of residency, proof of resources, and proof of identity (including verification of citizenship).

your gas from TransCanada to our system over either the Iroquois Gas Transmission System or Niagara Gas Transmission. Other factors, including the exchange rate for Canadian currency, affect the price of gas. We expect your cost per therm to be slightly lower this winter than last.

## Temporary State Assessment

went into the State's general fund. Known as the 18-A assessment, the tax was supposed to end in 2014, but the governor and legislators extended it in last year's budget. The phase out has already begun and the amount to be paid to NYS is down for the 2014-2015 fiscal year. It is to be phased out entirely for the 2017-2018 fiscal year.

become available. There are still plenty of funds available to eligible commercial customers who install qualifying equipment in 2014. Both programs will continue with a new budget starting January 1, 2015. There is a possibility that the Public Service Commission will renew the program after 2015.

## Safety Information

information to keep you and your property safe. If you'd like additional copies you can order them on our website at [http://www.stlawrencegas.com/forms/request\\_gas\\_safety\\_information](http://www.stlawrencegas.com/forms/request_gas_safety_information)

To plan for emergencies, visit the website of the Department of Homeland Security and Emergency Services at <http://www.dhses.ny.gov/aware-prepare/> for helpful information.



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