

in this issue..

Natural Gas

NEW!
Amanda Law

Satisfaction
Surveys

Carbon Monoxide
Awareness

Natural Gas
Odors

Call Before You
Dig

your pipeline newsletter

St. Lawrence Gas

An  ENBRIDGE Company

Spring of 2010

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

COMPANIES OFFERING TO SELL NATURAL GAS

Through the St. Lawrence Gas Retail Access Program, customers may purchase natural gas from other Companies ("Marketers"), who have been approved by the New York State Public Service Commission and by St. Lawrence Gas, to operate in the St. Lawrence Gas service territory.

Marketers are responsible for arranging pipeline deliveries of gas to the St. Lawrence Gas distribution system. Once the gas reaches the St. Lawrence Gas system, St. Lawrence Gas transports it to the customer's business or home.

It has come to our attention that there are Marketers going door to door in our service territory trying to get customers to sign a contract to buy natural gas from them. While this option is available, there

are currently no approved Marketers in the St. Lawrence Gas service territory. A Marketer must be approved both by St. Lawrence Gas and the New York State Public Service Commission before they are eligible to sell natural gas.

If you are approached by someone who is trying to sell natural gas please ask them if they are authorized to do so in the St. Lawrence Gas Service Territory. You can also check our website at <http://www.stlawrencegas.com/dereg/approvedmkr.htm> for a list of approved companies.

For more information please contact us at 315-769-3511 or visit the Retail Access section of our website @ <http://www.stlawrencegas.com/dereg.shtml?page=retail>.

NEW! AMANDA'S LAW

Amanda's Law, signed into law in August 2009, became effective on February 22, 2010. Amanda's Law mandates the installation of carbon monoxide (CO) detectors in all homes in New York State. The law is named for 16-year-old Amanda Hansen of West Seneca, New York, who died on January 17, 2009, due to a carbon monoxide leak from a defective boiler while she was sleeping at a friend's house. Under Amanda's Law, homes built before January 1, 2008 are permitted to have battery-powered CO alarms, while homes built after this date are required to have the alarms hard-wired into the building. Previ-

ously, only homes built or bought after July 30, 2002 were required to have these devices installed. Additionally, Amanda's Law will require property owners in New York State to install a CO alarm when replacing a hot water tank or furnace if the home is not equipped with an alarm. The complete text of the law may be viewed on the internet at <http://www.dos.state.ny.us/code/COAlarm.htm>



SATISFACTION SURVEYS



St. Lawrence Gas strives for outstanding service in our core business which is the distribution of natural gas. If there is something we need to do to improve our service we would like to know. That's why we have hired a consulting company called Metrix Matrix to randomly contact those customers who have had

recent interaction with St. Lawrence Gas. If you have called our business office to initiate or terminate service, or if you've called about a suspected leak or fumes, if you've recently had a gas line installed to your property, or had a meter exchanged, you may get a phone call and be asked to answer a few questions. Please don't hang up. Your input is valuable and we thank you for your time!

CARBON MONOXIDE AWARENESS

Carbon monoxide (CO) is a poisonous gas that is odorless, colorless, tasteless and non-irritating. When CO is breathed into the body, it combines with the body's blood and prevents it from absorbing oxygen. Carbon monoxide comes from the incomplete combustion of such common fuels as natural gas, propane, heating oil, gasoline, coal, wood, charcoal and kerosene, and from almost any other combustible material such as tobacco, fibers and paper.



Symptoms of CO Poisoning

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 I Do To Prevent CO In My Home?

A few common sense precautions can greatly reduce the risk of CO poisoning in the home:

- Never operate vehicles or emergency generators in an enclosed area, such as a garage.
- 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 quali-

NATURAL GAS ODORS

Natural gas is a colorless, tasteless, odorless, and non-toxic gas. Because it is odorless, a powerful chemical called mercaptan is added to the gas, in very small amounts, to give the gas a distinctive smell of rotten eggs. This strong smell can be helpful in detecting the source of any gas leak. If you notice an odor of gas, or hear a hissing sound (indoors or outdoors near gas facilities), or if you notice a broken gas pipe or meter contact us at 800-673-3301. St. Lawrence Gas



offers 24-Hour Emergency at no charge to our customers.

If you notice a smell of gas in your home or business please follow the steps below:

1. Remain calm.
2. Call St. Lawrence Gas immediately (24 hour service at 800-673-3301). Be sure to give your complete address.
3. Open doors and windows to get fresh air into the rooms.
4. If the smell gets stronger, remain calm.
 - a. Get everyone out of your home immediately, leaving the

windows and doors open to allow air to enter.

- b. Don't use your phone, including a cell phone. Call St. Lawrence Gas from a neighbor's home or your cell phone OUTSIDE.
- c. Do not turn any electrical switches (lights, appliances) either on or off. Do not use your doorbell.
- d. Don't use lighters or matches, and don't smoke.

If there is a gas odor in your yard or on your street, it could mean there is a gas line that has been damaged. Please follow the steps below:

1. Call St. Lawrence Gas immediately (24 hour service at 800-673-3301). Be sure to give your complete address.
2. Keep yourself and others clear of the area.
3. Don't use a cellular telephone near the area of the gas odor.
4. Don't start any motors or motor vehicles near the area of the gas odor.
5. Don't use lighters or matches and do not smoke.

CALL BEFORE YOU DIG

The utilities that supply your gas, electric, water, telephone, and/or cable, often deliver their service underground. Whenever you dig or excavate on your property, for any purpose, you are required to call a not-for-profit organization called Dig Safely New York. With just one call, your local utility will locate or stake out and mark the location of their facilities. Call at least two full working days before you intend to start your project, not counting the day of your call.

You cannot start any digging until all utilities have either marked their facilities or given you notification that their facilities do not exist in the area. Once you begin excavation, be careful within two feet of any paint, stakes, or flags that mark the location of your utilities. Any digging within two feet must be done with hand tools. Excavation includes, but is not limited to:

- drilling
- setting poles
- digging
- augering
- dredging
- trenching
- demolition
- razing
- ditching

- wrecking
- grading
- scraping
- tunneling
- boring holes for percolation tests
- fencing
- cable or pipe plowing
- post hole digging (mailbox, e.g.)

CALL 800-962-7962 before you dig, 7:00 am to 5:00 pm, Monday through Friday, and emergency calls, 24 hours a day, seven days a week.

Be prepared to give your name, address, contact information, and site information. Your call should only take a couple of minutes. You will be given a request number that is proof of your call as a reference. There is **no charge** for this service to either you or your contractor.



St. Lawrence Gas

An **ENBRIDGE** Company

© 2009 Articles in this newsletter may not be excerpted or reprinted without written permission. If you have any comments, questions or suggestions concerning *pipeline* please write to St. Lawrence Gas Company Inc., P.O. Box 270, Massena, NY 13662