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 **ENBRIDGE**
ENBRIDGE ST. LAWRENCE GAS

Spring 2012

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

In 1962 natural gas began flowing to communities in Northern New York, offering residential, commercial and industrial customers an alternative to coal, oil, and propane. Over the last half-century natural gas has become the fuel of choice for heating homes and small businesses within our service area.

If you've gone out for dinner lately, chances are your meal was cooked with natural gas. From national fast food chains to locally owned restaurants, natural gas kitchens offer the instant heat and precise control most chefs prefer.

Hotels, motels, nursing homes and hospitals count on commercial sized gas water heaters to provide their guests and customers with abundant hot water for bathing. Industrial customers select gas for its clean burning properties to meet strict air emission standards and for heat processing of materials during production.

Imagine the economic impact natural gas has had on the North Country simply because of the disposable income our customers have had by spending fewer energy dollars on the necessities of heating, cooking, and hot water. The energy dollars saved are available to spend in the community for entertainment, or other necessities like new clothes, home improvements and gas for the car.

Enbridge St. Lawrence Gas is proud to support the communities we serve. We contribute to many organizations,



such as the Seaway Festival in Ogdensburg, the Heritage Festival in Massena, the Potsdam Summer Festival, the Winter Carnival in Canton, the Norwood Concert series, to name just a few. Enbridge St. Lawrence Gas is also a major taxpayer to the local governments in which we own pipelines. Our employees volunteer in many civic organizations and participate in many fundraisers, United Way and cancer research for example.

Now, we'd like to take this opportunity to thank you, our customers for your business. Thank you for placing your trust in us. Trust that in the worst winter storm, our pipelines will continue to deliver gas to your furnace. Trust that you aren't going to run out of fuel while you're away from home. Trust that if you suspect a leak, we'll respond promptly to your call and leave you safe. Trust that we will secure a reliable supply of gas for you at a reasonable price.

We'll be holding an open house at our main office located at 33 Stearns St, Massena in September and you'll have a chance to enter a drawing for a new gas BBQ. Look for details later this year in local newspapers.

Dig Safely New York



Are you planning to put up a fence, plant a tree, build a deck? If you're going to demolish a structure or dig a trench or a hole – STOP! – and call 811.

This will alert utilities to mark any underground facilities in the area of your project. Allow two business days, not count-

ing the day of your call for utilities to respond. This is the law in New York State and this simple call can prevent you from incurring severe financial loss for repairs, as well as preventing interruption of vital services to you and others in your community. Respect the marks! Wherever wires, cables, or pipes are indicated you need to hand dig only. It's an easy number to remember – 811 before you've begun.

Gas Transmission Line Mapping



For the curious among our readers, there is a National Pipeline Mapping System which can be viewed on the internet. By specifying a location (State and County) you can see where major

pipelines are located on a map. In your web browser, type <http://www.npms.phmsa.dot.gov> and search.

Hate Those Estimated Bills?

This time of year is a particularly perplexing one when it comes to estimating a customer's gas consumption. As the weather warms, some customers are warm enough and the heat is turned off, while we are guessing that the heat is still on. Result? A high estimate. Others have burned wood during the winter and now the wood is gone or a wood fire is just too warm so the gas furnace is turned on, while we're guessing the furnace is

still off. The result? A low estimate. We will be more than happy to use your gas meter reading, in fact we encourage it. Just call in your reading on the date your meter is scheduled to be estimated (provided near the top of your monthly gas bill) and we'll use your reading.



An Alarming Thought

Each year, people are saved from dangerous Carbon Monoxide (CO) levels or fires in their homes because they're alerted by a smoke alarm or CO alarm. Nothing is more tragic than a fatality because a perfectly good alarm didn't have a perfectly good battery. You know the saying; when you change



your clocks in the Spring and Fall, change your batteries! Clocks sprung ahead on March 11, change your batteries now if you haven't done so.

Don't Hang Up

Enbridge St. Lawrence Gas strives very hard to provide you with quality service.



That's why we hire a firm to survey a sampling of our customers who have had contact with us for a variety of reasons. Maybe we exchanged your meter, or installed a gas service line. Perhaps you called our collection department to make arrangements for an overdue bill, or our billing department because you needed an explanation



of charges. Our survey provider, Metrix Matrix, may like to talk to you and ask a few questions to determine if you think we've met your needs. If you get a call, please take the time to answer the short survey. We really do read the responses. Thank you!

Energy Efficiency Rebates

Natural gas is found in abundance in North America and our wise use of this natural resource will ensure that our children and grandchildren will be able to enjoy the advantages of natural gas. There are many things that can be done to reduce the energy use of your home or business. If replacing a heating system is in your plans remember that Enbridge St. Lawrence Gas may have a rebate for you. Residential customers can receive rebates from \$140 to \$998 depending on the chosen equipment. Commercial customers can receive



up to \$5,000. There are program requirements that must be met and these can be viewed at our website. Go to www.stlawrencegas.com and select the Energy Efficiency tab, or call us at 315-842-3617 for more information.



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