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 **ENBRIDGE**
ENBRIDGE ST. LAWRENCE GAS

Winter 2012

For 24 hour emergency service call: 1-800-673-3301
For non-emergencies call: 769-3516, 322-5792, 1-800-454-2201
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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 qualified technician.

Our Access Policies

At times it is necessary for our service representative to enter a home or business. An example would be when we are asked to turn on a locked meter for a new customer or for someone returning from a winter absence. An individual that is at least 18 years old must be on premise before employees of Enbridge St. Lawrence Gas will access your home or business. This individual



must be on-site for the duration of our visit. Employees of the Company are required to have their identification badges available to present to you prior to entering a premise. For more safety related information visit our website at http://www.stlawrencegas.com/forms/request_gas_safety_information.

Energy Conservation

The heating season is upon us once again. Have you done everything you can to minimize the amount of energy you'll need to stay warm and comfortable in your house this winter? Here are a few tips that may help you reduce the cost of living in the North Country.

Tighten up your home. Seal leaks around windows and doors with caulk, spray foam, and weather stripping. Inspect your attic, to be sure it's properly insulated - it's the easiest place to add insulation and make a big impact on energy bills.



Keep your fireplace damper closed, unless a fire is going.

Turn down your thermostat and turn up the savings. Dress in layers and set your thermostat as low as is comfortable for winter heating

In the winter, reverse the spin of your ceiling fan (most fans have a

small switch) and set it on the slowest speed to help send warm air down to the living area.

Regularly clean or replace air filters in your home's heating system for lower energy bills and better indoor air quality.

Leaky ducts can reduce your system's overall efficiency

by as much as 20 percent. Sealing your ducts is especially important if they run through the attic or crawlspace.

Wait until you have a full load to run your clothes washer, dryer or dishwasher in order to use less energy.

In the winter, open your window shades and drapes to let the natural warmth of the sun in during the day. At night, close them again to help insulate your windows against heat loss.

If you're replacing your heating system, choose an Energy Star rated natural gas furnace for peak efficiency.



Managing Gas Cost

Enbridge St. Lawrence Gas uses a diversified supply portfolio to help protect our customers from large market price swings throughout the winter. Since a portion of the portfolio is directly tied to the market price of gas, today's lower prices should benefit our customers. The final cost will depend largely on the weather.

Even with the current decrease in the market price of natural gas it is still very important to use your energy wisely. Many customers find it easier to manage their gas costs by taking advantage of our budget billing plan. This program will equalize your payments and take the guesswork out of your monthly financial planning. Mid-year adjustments are always a possibility to avoid a large credit or debit at the end of the budget year. All

HEAP recipients receive a low income customer charge on their accounts for 12 consecutive months. Deferred payment arrangements are available for customers needing to pay arrears over an extended period of time, subject to eligibility.



Your gas payment may be made conveniently by mail, in drop boxes at our main office, in front of the Massena Town Hall, and in the OBPA Industrial Park in Ogdensburg. Kinney Drugs accepts Enbridge St. Lawrence Gas payments at any of their local branches (a small fee applies). Never forget a payment again by signing up for our automatic debit program. We'll withdraw your monthly payment each month when due, and you can cancel your participation at any time.

HEAP

The 2012-2013 Home Energy Assistance Program (HEAP) will begin on November 19 this year. Visit <https://www.mybenefits.ny.gov/> to see what types of assistance you may be eligible for. If you are having difficulty managing your heating costs, contact the HEAP office to apply. The number for St. Lawrence County customers is 379-2303. Lewis County customers



can call 376-5400. Customers who have been disconnected or are in danger of disconnection for non-payment may be able to receive an emergency benefit. Emergency HEAP is available after January 2, 2013. Remember, HEAP is not designed to pay a customer's entire annual fuel bill. HEAP is there to supplement the customer's fuel payments.

Pipeline Construction Underway

In August, after more than a decade of preparation, construction began on a 41 mile pipeline that will transport natural gas to the communities of Brasher, Winthrop, and North Lawrence in St. Lawrence County and Moira, Brushton, North Bangor, Malone, Burke, and Chateaugay in Franklin County. Our distribution system in parts of those Townships will finally provide an alternative to fuel oil, propane, or electricity to thousands of homeowners

and hundreds of businesses. While energy in any form can no longer be considered "cheap", natural gas promises to provide an economic boost to the region. Using natural gas can reduce the amount of dollars spent on energy, in turn providing more disposable income that can be spent elsewhere in the community.



50th Anniversary Open House

Enbridge St. Lawrence Gas hosted an open house on Friday September 14, 2012 to thank our customers for the honor of serving them for 50 years. The winner of our grill raffle was Cynthia Baltazar of Potsdam, and the winner of the Wal-Mart gift card was Helen White of Massena. Congratulations.



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