

## in this issue..

Snow & Ice  
on Meter

Energy Savings

System Expansion

Our Energy  
Efficiency Rabate  
Program

Need help paying  
for your gas bill?

Safety is Everyone's  
Responsibility

Free Income Tax  
Preparation

# your pipeline newsletter

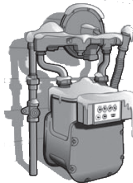
 **ENBRIDGE**  
ENBRIDGE ST. LAWRENCE GAS

February 2013

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)

## Snow & Ice on Meter

This winter please check, on a regular basis, 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 St. Lawrence Gas.

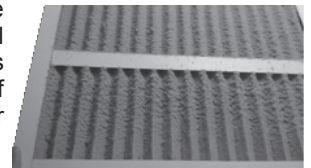
Your meter reader will appreciate it if you shovel a path to your meter also!

## Energy Savings

During winter it's a good idea to review some energy conservation tips to help stretch your energy dollars.

- Tighten up your home. Seal leaks around windows and doors with caulk, spray foam, and weather stripping.
- Inspect your insulation, particularly in the attic. It's the easiest place to add insulation and can make a big impact on energy bills.
- If you have a fireplace, make sure the damper is closed when not in use.
- Dress in layers and set your thermostat back as low as is comfortable to you.
- Ceiling fans should be reversed in winter to move warm air down from the ceiling toward the floor. Set the fan speed on its lowest setting to avoid the feeling of a draft.

- Wait until you have a full load before running your washer, dryer or dishwasher.
- Open window shades during the day to let the natural warmth of the sun into your home. At night, close them again to help insulate your windows against heat loss.
- Regularly clean or replace air filters in your forced-air heating system for fuel economy and better air quality.
- Leaky ducts can reduce your system's overall efficiency. Sealing ducts is especially important if they run through the attic or crawlspaces.



**A dirty air filter will drive up your gas bill!  
Check it monthly and replace when necessary.**

## System Expansion



Pipeline construction began in August 2012 on the 41 mile high pressure distribution line which will carry natural gas from our existing high pressure line in Norfolk to the hamlets and Villages of Winthrop, Brasher Falls, North Lawrence, Moira, Brushton, North Bangor, Malone, Burke, and Chateaugay.

Customers in the expansion area will see a temporary surcharge in addition to the rates paid by our other gas customers. The surcharge will assist with the construction expense and improve feasibility of the project. Existing ratepayers are unaffected. Even with the surcharge, natural gas will offer significant savings to current oil, propane, and electric heating customers in the expansion area. Customer demand has been encouraging so far.

## Our Energy Efficiency Rebate Program

St. Lawrence Gas is offering rebates for installation of high efficiency heating equipment. The program for 2013 covers qualifying equipment installed on or after January 1, 2013. Rebate funds are limited. Customers who have signed a purchase agreement for a qualifying heating system may call and reserve their rebate until the installation is completed. Information for residential

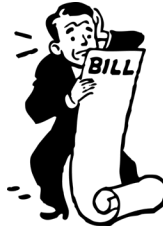
customers is available on our website at: [http://www.stlawrencegas.com/for\\_homes/energy\\_efficiency\\_program\\_residential](http://www.stlawrencegas.com/for_homes/energy_efficiency_program_residential).

Commercial customers can check out their rebate program at: [http://www.stlawrencegas.com/for\\_businesses/energy\\_efficiency\\_program\\_commercial](http://www.stlawrencegas.com/for_businesses/energy_efficiency_program_commercial). Those who lack internet access may call and speak to Phil St. Amand at 315-842-3617



## Need help paying for your gas bill?

If your heating bills are more than you can handle, HEAP may be able to help. HEAP stands for Home Energy Assistance Program. You may be eligible for a regular HEAP benefit if your income is at or below income guidelines for your household size, if you receive Food Stamps, if you receive Temporary Assistance, or if you receive Supplemental Security Income. If you have had your service disconnected for non-payment or are in danger of termination an additional emergency HEAP grant may be available to help you get or keep your heat on. For more information please contact your local



HEAP office in St. Lawrence County @ 315-379-2303, or in Lewis County @ 315-376-5400. More information is available by calling the state HEAP Hotline at 1-800-342-3009. Information is also available at [www.otda.state.ny.us](http://www.otda.state.ny.us) by clicking on "Resources for Working Families".

## Safety is Everyone's Responsibility



Enbridge St. Lawrence Gas has many programs in place to ensure the safety of our customers, their property, our employees and our distribution system as a whole.

- The Company performs leak detection surveys annually using highly sensitive instruments to find even the smallest leaks. We survey all business districts, 1/3 of distribution piping and all transmission lines annually. We also annually inspect and maintain our pressure reduction station equipment, isolation valves, and corrosion protection systems.

- We promptly respond to each and every emergency call placed to us. Our emergency response times for 2012 are: 99.8% within 60 minutes, 96% within 45 minutes, and 75% within 30 minutes.

- The Company regularly offers and holds informational

sessions for first responders, to help educate them and prepare them to respond to possible gas-related incidents. We meet with code enforcement officials and local contractors to be sure they know our requirements for new installations, and recognize and understand unsafe installations or conditions.

Natural gas safety also depends on you.

- As a customer, you should learn about the properties of natural gas and the steps that should be taken in the event of an emergency. Our website contains information specifically about that. [http://www.stlawrencegas.com/about\\_natural\\_gas/what\\_to\\_do\\_in\\_an\\_emergency](http://www.stlawrencegas.com/about_natural_gas/what_to_do_in_an_emergency). If you cannot reach us at our emergency number, please call 911.

- Properly maintain your gas equipment and make repairs as necessary.

- If you are operating machinery, be aware of the location of your gas meter and regulator in order to work around it safely.

- Always call 811 for utility locates prior to commencement of any excavation activities. It's free and it's the law.

## Free Income Tax Preparation

Free Federal and NYS income tax preparation and electronic filing is offered in St. Lawrence County by the AARP Tax-Aide program. You do not need to be an AARP member to be eligible. No business or self employment returns please. The service is available Feb. 1 through April 15 in the following locations:

**Massena**.....Mon. and Tues., 8:30AM-12:30PM; Massena Community Ctr., 61 Beach St.

**Potsdam**.....Wed., 9AM-1PM; Midtown Apts., Munson St.

**Canton**.....Tues., 4PM-8PM; Canton Fire Dept. Bldg., 77 Riverside Dr.



**Canton**.....Wed., 1-4PM; by appt. only, Partridge Knoll, 30 Sullivan Dr., ph: 212-0409

**Ogdensburg**...Thurs..9AM-1PM; Dobisky Community Center, Riverside Dr.

No appointment needed except at the Canton/Partridge Knoll location. Bring all documents showing income for 2012 plus last year's tax return.



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