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 **ENBRIDGE**
ENBRIDGE ST. LAWRENCE GAS

May 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

Companies Offering to Sell you Natural Gas

Through the Enbridge St. Lawrence Gas Retail Access Program, customers may choose to 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 Enbridge St. Lawrence Gas service territory. Marketers are responsible for arranging pipeline deliveries of gas to our distribution system and we then deliver it to the customer's business or home.



It has come to our attention that there are Marketers soliciting residential customers in our area. Please be advised there are currently no approved Marketers in the Enbridge St. Lawrence Gas service territory. Be wary of providing your account information to a caller unknown to you.

Visit http://www.stlawrencegas.com/for_homes/deregulation for more information about natural gas deregulation.

Safety Information

Enbridge St. Lawrence Gas regularly provides safety information to our customers in our Pipeline newsletter, bill inserts and on-bill messages. For both customers and the general public we provide public service announcements by radio and newspaper. If you would

like additional gas safety information such as a natural gas odorant card visit us at www.stlawrencegas.com/forms/request_gas_safety_information or speak to a representative at 769-3516 ext. 775 and we will mail the requested information.

Know What's Below

Spring is a great time to start some of those outdoor projects you've put off for the winter.

If your plans involve any of the following, you need to call 811 for Dig Safely NY.

- | | | |
|--|---|------------------------------------|
| <input type="checkbox"/> drilling | <input type="checkbox"/> setting poles | <input type="checkbox"/> digging |
| <input type="checkbox"/> augering | <input type="checkbox"/> dredging | <input type="checkbox"/> trenching |
| <input type="checkbox"/> demolition | <input type="checkbox"/> razing | <input type="checkbox"/> ditching |
| <input type="checkbox"/> wrecking | <input type="checkbox"/> grading | <input type="checkbox"/> scraping |
| <input type="checkbox"/> tunneling | <input type="checkbox"/> boring holes for percolation tests | |
| <input type="checkbox"/> fencing | <input type="checkbox"/> cable or pipe plowing | |
| <input type="checkbox"/> post hole digging (mailbox, e.g.) | | |

Make the call to 811 at least 3 business days before you start work, counting the day of your call. All participating utilities will mark any underground facilities in the proposed work area so you can safely work around buried gas lines, wires and cables. The 811 call system is easy, free, and it's the law!



Expansion of Gas Distribution System

Construction has resumed after a winter hiatus on the high pressure gas line that will bring natural gas from our existing system to customers in Winthrop, Brasher Falls, North Lawrence, Moira, Brushton, North Bangor, Malone,

Burke, and Chateaugay. Additional crews will soon begin work building the medium pressure distribution mains and services.

The project will not affect rates of our existing ratepayers.

In our Case 10-G-0295, the Public Service Commission's order states that "customers obtaining service through system expansion to the communities of Winthrop, Brasher, and North Lawrence in St. Lawrence County and Moira, North Bangor, Brushton, Malone, Burke, and Chateaugay in Franklin County (Expansion Area) may have two surcharges applied to their bills.

A Revenue Surcharge is in effect for the first 60 months of the project starting at the date service is initiated to the first customer in the Expansion Area.

Billing Convenience

Our next Pipeline Newsletter won't be until late fall, so Budget Billing deserves a mention now. With our budget plan, your total estimated annual gas cost is divided evenly over 12 months, starting in September 2013 and ending August 2014. Your income is the same each month, why shouldn't your utility bills be the same.

Another billing convenience is our Automatic Debit Plan. No checks to write, no trips to the Post Office or drop box, and no stamps to buy. We'll debit your bank account for exactly the amount due each month. You will still receive

A Contribution in Aid of Construction (CIAC) surcharge will be used to write down plant balances. The company shall continue to collect the CIAC surcharge until plant costs have reached \$14.7 million

or the company demonstrates that the revenues in the expansion area are sufficient to provide a reasonable return.



a monthly bill which shows how much gas you have used, how much you owe, and what date the withdrawal will be made. You may cancel at any time.

Visit our website at http://www.stlawrencegas.com/quicklinks/online_services/ for more information about these topics and more, or request information by phoning 315-769-3516 ext. 775.

It Pays to be Energy Efficient

Enbridge St. Lawrence Gas has rebates for residential and commercial customers who replace aging, inefficient heating equipment with new high efficiency furnaces or boilers. Rebates can be reserved for you if you've selected a qualified heating system, but you must call. Funds are limited and when they're gone the



program will be closed. Ask your heating contractor for details, or visit our website.

Residential customers will find information at http://www.stlawrencegas.com/for_homes/energy_efficiency_program_residential. Commercial customers will find rebate information at http://www.stlawrencegas.com/for_businesses/energy_efficiency_program_commercial

Our Access Policies

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.

If you have not called to request a visit, don't hesitate to ask to see a Company badge. Usually, but not always, our employee will also be driving a marked vehicle. If you still have doubts you can call our office at 1-800-454-673-3301 and ask if a representative has been sent to your premises.

Special Protections for Elderly, Blind, Disabled

The Home Energy Fair Practices Act (HEFPA) provides special protections for the elderly, blind, or disabled customer. Utilities are required to maintain records for those households which qualify. Please assist us with the upkeep of our records. If you are 62 years of age or older, blind, or disabled, and ALL those living with you are elderly, blind, disabled, or under the age of 18 we will make special attempts to maintain your utility service. We will contact you by phone or in person at least 72 hours before turn-off is scheduled to try to work out a fair

payment plan. You can provide us with the information by completing the form on the Rights and Responsibilities notice which we send to you each year, or print one from our website at http://www.stlawrencegas.com/_uploads/site_files/Rights_and_Responsibilities.pdf.

If you do not have access to the internet, request a copy by calling 315-769-3516 ext. 775.

**HOME ENERGY
FAIR PRACTICES ACT**



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