

in this **ISSUE..**

Detectors

**DigSafety NY
Call 811**

**Energy Efficiency
Rebates Program**

Relocate Meter

Budget Billing

BBQ Safety

**More Payment
Options**

your *pipeline* newsletter



May 2015

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

We Recommend Detectors



Enbridge St. Lawrence Gas recommends the use of detectors to alarm in the presence of smoke, carbon monoxide, and natural gas. Carbon Monoxide is a colorless, odorless, and toxic gas which can be deadly. Fire fatalities are usually the result of smoke inhalation.

Though natural gas is not poisonous, it can be a suffocant if there is not enough oxygen in the room to support life, and of course, it is flammable under the right conditions. Detectors Save Lives!

Protect yourself and your family. Install quality detectors throughout your home and business, and remember that most detectors have a recommended shelf life. Replace detectors that are past their expiration date, and change batteries twice per year when you change your clocks.

DigSafetyNY - Call 811



This is a number you need to know. Spring and summer are great times to get those outdoor projects done. If any type of digging is involved, the law requires you to call DigSafetyNY. Just dial 811 at least 3 business days before the start of your project.

You'll need to mark where you intend to dig, and then all participating utilities will check to see if they have any underground pipes or wires in the area which will be marked for you. Wait the required time period and then respect the marks by hand digging carefully if you're working within 2 feet of either side of the marks.

End of Rebate Program

Enbridge St. Lawrence Gas will be ending its Energy Efficiency Rebate program in 2015. There are very limited funds available in the Residential program and abundant funds available in the Commercial Program. If you are a homeowner and are replacing an aging furnace or boiler with a high efficiency

model, call to see if there are any funds available for a rebate and ask to have your rebate reserved until your contractor can complete the installation.



Energy Choice

Making the right choice for your energy needs is becoming increasingly important. While natural gas can be used for lighting. It would be inefficient, costly and is not the right energy source for the application. Heating your home and water with electricity doesn't make a lot of sense either for the same reasons. It is more costly than natural gas, it creates

unnecessary demand on our electric grid and it is not an efficient use of electricity.

Using natural gas instead of electricity to heat your home, water, pool, and to dry your clothes is a great way to save money and to keep electric rates down by reducing the need for costly purchased power during periods of peak demand.

Need to Have a Gas Service Moved?

So, you've planned to build a wrap-around porch. You've got your material list, priced everything out, and now you're ready to go! First, you've got to have your utility service moved. Did you know that there is a charge for moving a service?

Our tariff says that "If an act or omission of any customer who had installed facilities necessitates the replacement or

reconstruction of such facilities, the customer shall pay to the company the cost of replacement or reconstruction."

Our Construction and Maintenance Dept. can provide you with a free estimate on the cost to move the gas service line. Once moved you'll need to reinstall your house gas piping to the new meter location. For a free estimate, call 315-842-3601.

It's Getting Warm!

We don't need to tell you how bitterly cold this past winter was. In a month with only 28 days, we saw 22 days in February with temperatures below zero! We know it's hard to think about next winter, but summer provides an opportune time to have a qualified heating technician examine and clean your furnace or boiler.

Also, if you're not on our budget plan, consider how much easier it will be to pay a levelized payment each month rather than high heating bills month after month. Our billing department can estimate your monthly budget payment if you're interested in this plan.

Corrosion Prevention

Customer awareness is key to assuring safe delivery of natural gas to your homes and businesses. Enbridge St. Lawrence Gas is continuously surveying our transmission lines and distribution system to ensure the reliability and safety of our pipelines. As a gas customer, you have an obligation to monitor the condition of your gas piping.

Preventative maintenance can help avoid problems and avoid potentially expensive repairs. Corrosion of outside piping can be inhibited by painting the outside piping from the outlet of the utility meter to the wall penetration. It's an easy task that won't take long but will help keep rust at bay. If you notice significant pitting or erosion of your gas pipe, contact a heating contractor for replacement.

Gas BBQ Safety

Summer is finally here!



Ask for ID

Summer's moderate weather provides us ideal conditions to perform maintenance and repairs that would be difficult and more costly in winter months. If a representative needs access to your property to work on Company owned lines or equipment, don't hesitate to ask for ID. All of our employees and contractors can provide a photo ID card. If you are in doubt you can always call our office at 1-800-454-2201 and ask if a representative is working in your area.

Natural gas and propane barbeque grills are a great convenience. Here are a few safety tips to make sure your grill is operated safely.

- Soap test threaded connections to check for leaks and tighten if necessary. Inspect rubber hoses for cracks and replace if necessary.
- Always light the grill with the lid open to prevent an accumulation of gas prior to ignition. When finished cooking, turn off the gas supply.
- Observe proper clearances from combustibles, and do not use a BBQ grill in an area that may have flammable vapors present.
- Grills are outdoor cooking appliances only. Never use a BBQ grill indoors since dangerous levels of carbon monoxide may be present.
- Burners, venturi tubes and heat shields are subject to corrosion over time. Inspect and replace internal parts as necessary

Online and Phone Payment Option

NOW AVAILABLE: Pay your bill conveniently online or by phone using a Visa, Mastercard, Discover or Electronic Check! To use the online payment option, go to our website www.stlawrencegas.com and click on "Pay Your Bill". Look under Payment Locations, the first paragraph listed refers to making an online payment. Next, click on the green "here" to get started. To pay by phone call 1-855-748-3071.

Both payment methods will require you to enter your gas account number. There is a \$350.00 payment limit per transaction. Our payment agent, Paymentus, charges a \$4.95 processing fee to the customer for each transaction.



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