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# your pipeline newsletter



**ENBRIDGE**  
ENBRIDGE ST. LAWRENCE GAS

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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)

## CO Poisoning



According to the Consumer Product Safety Administration, there are on average about 170 non-automobile related carbon monoxide deaths in the US each year. Carbon Monoxide is a colorless, odorless gas that is produced as a result of the incomplete combustion of a fuel such as natural gas, oil, or propane.

### Symptoms

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.

### Prevention

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.



There have been instances around the Country after a gas fire or explosion where people are interviewed and say they had been smelling gas for days, yet the local utility was never notified.

Perhaps out of the fear of being embarrassed if there is no gas leak, perhaps out of the fear of being billed for reporting the smell, perhaps because it was assumed someone else must have called.

Please remember this. There is never a charge to call us and have us come and investigate a suspected gas leak, whether there is a leak or not. Never assume that someone else has called.

- Never operate charcoal grills, portable gas grills or similar equipment inside a home, garage or other enclosed area.
- Never use a gas range, oven or clothes dryer for heating.
- Have space and water heating equipment inspected regularly by a qualified technician.
- If an additional measure of protection is desired, consumers may wish to purchase a CO detector, which should be certified to the national standard for CO detectors.

### What to do if you suspect CO in your home or business

Call your fuel supplier and explain why you think carbon monoxide may be present and ask for an investigation. If someone has been overcome, get them to fresh air and call 911 immediately. Turn off fuel burning appliances and ventilate the house.

## Do You THINK You Smell Gas?

If the odor is in your home, do not turn on or off any switches, leave the home and call from another location, and leave the door open to ventilate the home when you leave. Gas will only ignite if the concentration in air is between 4% and 14%. The chemical we add to the gas can be detected at very low levels but the human nose cannot tell the concentration in the air. We have instruments that can identify combustible gasses in the atmosphere. Remember, natural gas, like other forms of energy, is safe when properly used. It is everyone's responsibility to report unusual conditions to keep the system safe. Thank you!

## Time For A Tune Up

Your furnace works hard year after year to provide comfort during our long winter months. Regular maintenance will help prevent the inconvenience of a no-heat call in winter and keep your system operating at peak efficiency



Pipeline markers are sometimes used to indicate the location of buried facilities and display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency. Markers only indicate the general location of a pipeline and can't be relied upon to indicate the exact position. Because many lines are

for fuel savings. Problems can be identified early and corrected before the need for heat arises again. Contact your heating contractor now for an appointment

## Call Before You Dig

not marked, it's critical that you contact Dig Safely New York prior to any excavation. With just one call, all public utilities will be notified and asked to mark their facilities before you dig. You must place the call at least two days before and not more than ten days before you plan to dig, not counting the day of the call. It's the law in NYS. Dig Safely's phone number is 1-800-962-7962. The operator will ask you some questions about your project, when you plan to dig, and provide you with a request number that is proof of your request for utility locations. There is no charge for this service.

## Budget Billing Plan

St. Lawrence Gas would like to invite you to consider our Budget Billing Plan for this coming heating season. It's easy and convenient. You're billed the same amount each month, with periodic adjustments if necessary. Take comfort in knowing your bill ahead of time and avoid the large heating bills that come right after the holidays when gas use is typically at its highest.

Call us at 769-3516 (1-800-454-2201) and press "3" at the prompt, or visit our web site ([www.stlawrencegas.com](http://www.stlawrencegas.com)) to

sign-up. Our friendly representatives will calculate your budget amount and answer any questions that you may have. Remember, our budget year begins with your September bill, so the sooner you get on budget the lower your payment will be. Budget billing is available only to customers whose accounts are current.

## Energy Efficiency Rebates

Our Energy Efficiency Program will end December 31, 2015. There are no funds remaining for Residential rebates, but customers are encouraged to apply after the qualifying equipment is installed. New applications

will be held in order by date received in our office and paid first-come first served if additional funds become available. The Commercial Energy Efficiency Rebate program is still fully funded through the end of 2015. There will be no new program in 2016.

## Payment Option in Malone

Our new customers in the Franklin County area may now pay their natural gas bill at either of the Kinney Drug stores in Malone. A small fee applies. Kinney Drug

stores in all of the communities where we have natural gas service now offer this service.

## 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.

## Colder Weather = Higher Energy Bills

Did you know that Northern New York is among the coldest places to live in the 48 contiguous States? Knowing how to reduce your energy consumption while remaining healthy and comfortable is a tenuous balancing act. We offer some energy conservation tips on our website at [http://www.stlawrencegas.com/for\\_homes/efficiency\\_tips](http://www.stlawrencegas.com/for_homes/efficiency_tips).



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