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your pipeline newsletter



ENBRIDGE

ENBRIDGE ST. LAWRENCE GAS

February 2016

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

Smell Gas? Being Nosey Can Keep You Safe!



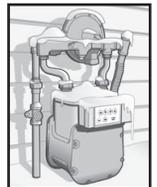
We occasionally send all of our customers odorant cards ("scratch 'n sniff") so the smell of gas will be recognized in case of a leak. Remember that there is never a charge to have us investigate a suspected leak, even if the odor turns out to be something other than gas. If you think you smell gas, call us at 315-769-3511 or 800-673-3301.

These are our emergency lines and will be answered at any time of the day. If you'd like copies of the odorant cards or other safety related information send a request for information to: http://www.stlawrencegas.com/forms/request_gas_safety_information

Keep Your Meter Free of Snow and Ice

In most of our service areas the gas in the mains and service lines to your homes or businesses is under pressure at about 25 – 35 psi. The system can be operated at up to 60 psi if needed. A gas pressure regulator upstream of your meter reduces this pressure to 7" water column (about ¼ psi) for most customers. This is our standard delivery pressure. In order to regulate gas pressure, both for safety and for the proper operation of your gas equipment, the regulator needs to "breathe" freely with the atmosphere.

If your meter and regulator become covered with snow or ice, the potential exists for uneven gas pressures within your property. Please keep your meter and regulator clear of ice and snow. If you cannot safely remove the ice, do not chop at the equipment. Call us and we will check it.



Energy Efficiency Rebate Program Closed



Our rebate program ended on December 31, 2015. Customers will notice that beginning with their January bills, there will no longer be a collection for the System Benefit Charge which funded

this program. There were three objectives of the program. Program goals were to reduce energy consumption by encouraging the purchase of high efficiency heating equipment; to reduce carbon emissions as a result of using less fossil fuel; and to bring about a market change where heating professionals would promote the purchase of high efficient equipment.

Heap and Emergency Heap



During the 2014-2015 heating season, the Home Energy Assistance Program (HEAP) provided \$963,171 to help customers of Enbridge St. Lawrence Gas pay their gas bills.

HEAP is a federally funded program that assists low-income customers with the cost of heating their homes. HEAP also offers an emergency benefit for households in a heat or heat related energy emergency. The regular benefit component for the 2015 – 2016 heating season opened November 16, 2015. The emergency benefit component opened January 4, 2016. There is also a

Heating Equipment Repair and Replacement benefit component which helps eligible low-income homeowners repair or replace primary heating equipment necessary to keep the home's primary heating source functional. The Heating Equipment Repair and Replacement benefit component opened November 9, 2015. Questions regarding the HEAP program should be directed to your local Department of Social Services office. Guidelines for eligibility for this and other NYS programs can be found at <https://www.mybenefits.ny.gov/mybenefits>.

Save Energy, Save Money

Gas prices are stable and we experienced abnormally mild temperatures early in the heating season. That's good news for our heating customers. There are still some inexpensive things you can do to lower your heating costs this year. If you haven't checked your furnace filter yet, now's the time to have a look. Your furnace has been passing air over the filter for several months now and a dirty filter will dramatically decrease the efficiency of a forced air furnace. If you rent your home and pay your own utilities, ask your landlord to show you how to change

the filter. It's an inexpensive item that will truly make a difference. Don't forget to seal up drafty windows or doors with weather strip or caulk, bundle up and turn your thermostat down, and open drapes during the daytime and close them at night. This and more ideas can be found on our website at http://www.stlawrencegas.com/for_homes/efficiency_tips.



Meter Exchange Program



The exchange. Enbridge St. Lawrence Gas will perform

The New York State Public Service Commission requires that we regularly and randomly exchange meters and bring them in for testing. If your gas service is selected, you will be notified and asked to make an appointment for

these exchanges in a manner so as not to interrupt service for an extended time. Because the selection process is random, it is possible that customers who had an exchange last year could be chosen again this year. St. Lawrence Gas appreciates your patience and understanding as we comply with this regulatory requirement.

Walking Safely This Winter

Winter can be a challenging time of year for pedestrians, with freezing rain, icy surfaces and piles of hard-packed snow. Falls are one of the leading causes of unintentional injuries in the United States, according to the National Safety Council. Most people have a friend or relative who has fallen, or maybe you've fallen yourself. One bad fall on ice can have long-term consequences including chronic pain in the affected area. An injury



may mean loss of independence; or fear of another fall, which discourages a healthy, active lifestyle. The risk of falling, and fall-related problems, rises with age and is a serious issue in homes and communities. Your winter routine should include removing snow and ice from walks and driveways, putting sand or salt on areas where people walk, and wearing the right footwear.

2015 - A Milestone Year for Enbridge St. Lawrence Gas

In 1980, 20 percent of homes in the United States used oil as their primary source of heat. By 2009, that was down to 6 percent, according to information from the Energy Information Administration (EIA). Only in the Northeast, where gas mains are less common, does the oil industry retain any significant customer base.

Franklin County in Upstate New York has never before had natural gas within its borders. In 2015, Enbridge St. Lawrence Gas successfully introduced the flow of natural gas to businesses and homes in the Franklin County

towns of Brushton, Malone, and Chateaugay. It was the first year of a multi-year expansion that proposes to offer hundreds in the area a clean, safe, efficient, and reliable alternative form of energy.



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