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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

Gas Supply and Pricing

Enbridge St. Lawrence Gas buys natural gas on behalf of our Sales Service Customers and sells it at cost. We add our Distribution charges to the cost of gas, and that results in the total amount of your bill. Distribution charges are determined by filing a rate case with the NYS Public Service Commission, who looks over expenses during the test year to see if recovery of those expenses will be allowed. The Commission will review payroll and benefits, vehicles and property maintenance and operation, and other day-to-day operating expenses. They also will see if the Company is complying with mandated programs such as Corrosion Surveys, Leak Surveys, Pipeline Integrity, and Outreach and Education for example. The PSC will also review response times

to emergency calls such as Carbon Monoxide alarms, contractor pipeline damage or other leak calls. Once expenses are identified and justified, a recovery of those expenses is allowed along with a profit; expressed as a percentage return on investment and return on equity. Our Distribution rates usually cover a three-year period and will not change until the next rate case is filed. The only parts of your bill which can fluctuate month to month is the cost of gas, which is sold to you with no mark up, and of course your consumption, the more you use the more your bill will be. Enbridge has contracted for a reliable supply of gas for our customers at favorable rates. We are sure we can supply our firm customers with gas even on the coldest days of the winter.

Carbon Monoxide Awareness

This is the time of year people start turning on their heating equipment and buttoning up the house. If you have not had your furnace or boiler serviced this year it would be a good time to have a checkup done to be sure the equipment is operating safely and efficiency. An incorrectly adjusted burner, a faulty heat exchanger, or an inadequate venting system can cause a build-up of carbon monoxide (CO) in the home. Carbon Monoxide is an insidious gas. It is highly toxic but it is also colorless and odorless. The incomplete combustion of any hydrocarbon fuel (oil, natural gas, propane, even wood) will produce carbon monoxide. Sometimes there are tell-tale signs in the house such as soot or excessive moisture on windows, but often there is no warning until a person begins to feel ill. Physical symptoms are much



like the flu but without the fever. At higher concentrations the victim may experience mental confusion, vomiting, loss of muscular coordination, loss of consciousness and eventually death. Every home should have at least one CO detector on every level of the home with sleeping quarters. Follow the manufacturers' recommendations on installation and replacement of batteries. CO detectors have a limited useful life, replace them when recommended. If your CO detector alarm goes off, do not ignore it or take the battery out. Call your fuel supplier or 911 and find out if there is an appliance producing CO. There is a great deal of information on the internet. Learn how to protect yourself, your family and yes; your pets. Be CO aware.

Winter Driving Safety

Are you ready for it? Our road conditions will be changing for the worse in the weeks ahead and we should prepare ourselves and our vehicles for driving in less than ideal conditions. Your mechanic can look over your vehicle and see that your coolant will protect your engine even under the coldest of conditions. Fill your gas tank when

you are about half full to prevent condensation. Check the tread on your tires, and consider whether you should have studded tires. Studs are legal in NY from October 16 through April 30. If you travel to Canada, you should know that studded tires are prohibited in the Province of Ontario. Check your windshield wipers and

consider installing winter blades. As a driver, you'll need to adjust your following distance and use more caution as approaching curves and stop signals. Allow time for your engine to warm up enough to clear the frost from your windshield. New drivers who have not experienced driving under winter conditions need to be particularly

careful. Learn what to do if the car goes into a skid. Keep emergency items, such as blankets and nutrition bars, in the car in case of a breakdown or if stranded in a snow storm.



Minimum Bill

We are occasionally asked why is there a "minimum charge" on the gas bill and why do you have to pay it even if you have used no gas. The minimum charge, which is sometimes referred to as a customer charge, aims to recover certain fixed costs that are not dependent on a customer's consumption. These may include buildings, energy, wages, pensions, administrative expenses, depreciation and taxes, meter reading, bad debts, and legal and regulatory mandates such as pipeline integrity

inspections. You might think of the charge as a fee for "readiness to serve." The minimum bill is determined during a rate case between the utility and the regulators, in our case the NYS Public Service Commission. The minimum bill does not vary with consumption and only recovers a portion of the utility's fixed costs, the remainder of which is recovered through volumetric charges.

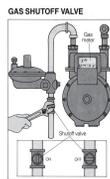
Customer Communication

Enbridge St. Lawrence Gas engages an independent survey company to randomly phone customers who have recent interactions with the Company. A fairly frequent response to our communication efforts is that we do not provide enough safety information or cost of gas information. We provide safety information by the use of bill inserts which include an odorant card (scratch 'n sniff) that provides the recipient an opportunity to smell the mercaptan which is added to the natural gas for leak detection. The insert also explains what to do in case a customer suspects a gas leak. At least twice a year we insert a cross-bored sewer warning which advises customers to call us before having their sewer line cleared with a power root cutting machine. This is to be sure a gas line has not been bored through a sewer pipe and caused a blockage. We also insert an 811 informational sheet reminding customers to call before

doing any digging. Radio ads are run throughout the year about the 811 Dig Safely NY system. Each October at the start of the heating season, we run ads in local newspapers warning of the dangers of Carbon Monoxide which can be produced by improperly adjusted or poorly maintained fuel burning appliances. This Pipeline bill insert is sent three times per year and has various articles of information on topics such as those previously mentioned and others like keeping your meters clear of ice and snow, and the warning signs of hypothermia. Our website is available 24/7 with information about current gas prices. Go to: http://www.stlawrencegas.com/for_homes/gas_prices for current pricing and comparison to other fuels. If ever you feel you do not receive enough information you can send an inquiry through our website at generalinfo@stlawrencegas.com or give us a call at 315-769-3516.

How to Turn Off Your Gas, Water and Electric

Quick! Do you know where your shut-off valves for your gas appliances are located? Hundreds of our customers move each year into different homes or apartments and an often overlooked task is to find out where the shut off valves are located. The main shut off valve for gas service is located outside on your gas service pipe, just above ground level and before the regulator. That valve will shut off the entire gas supply to the building. Each gas appliance inside the home also has a shut off valve which can isolate that appliance for repair or replacement while leaving other appliances turned on. As long as you are familiarizing



yourself with gas valves, do you know how to shut off the water supply to your water heater and other fixtures, or the main water supply to the house? If a pipe bursts and water is flooding your room, that's no time to be hunting for the valve to shut off the flow of water. Do you know where your electric panel is? Even after tripping a breaker, don't assume the panel is properly labeled. Check to see that the electric circuit you are working on is de-energized before making repairs. Like the Boy Scouts like to say; "Be Prepared".

Winter Health & Safety

Cold weather presents its own dangers to your health and safety. These include frostbite, hypothermia (low body temperature) and overexertion due to snow shoveling for example. Be prepared for any emergency by visiting the State Emergency Management Office website at www.semo.state.ny.gov. Also, the Center for Disease Control recommends that everyone over the age of 6 months get a seasonal flu shot each year, especially those people who are at high risk of developing serious complications (like pneumonia) if they get sick with the flu. The list includes people who have certain medical conditions including asthma, diabetes, and chronic lung disease, pregnant

women, people younger than 5 years (and especially those younger than 2), and people 65 years and older. Also, household contacts and caregivers of people with certain medical conditions including asthma, diabetes, and chronic lung disease, household contacts and caregivers of infants less than 6 months old, and health care personnel should also get shots. Most pharmacies carry the vaccine, or visit your personal physician.



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