

in this ISSUE..

Hypothermia

Keep Your Gas Meter Clear of Ice & Snow

Energy Efficiency Rebates Program

Need Help Paying Your Gas Bill

Slips, Trips and Falls

Energy Savings

Online & Phone Payment Options

your pipeline newsletter

 **ENBRIDGE**
ENBRIDGE ST. LAWRENCE GAS

February 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

Hypothermia

One of the easiest ways to save on your heating costs is to lower your thermostat and wear extra layers of clothing. However, you should be aware of the dangers of hypothermia. Normal body temperature averages 98.6 degrees. Hypothermia is a potentially dangerous drop in body temperature, usually caused by prolonged exposure to cold temperatures. The risk of cold exposure increases as the winter months arrive.

People at increased risk of hypothermia include the elderly, infants, and children without adequate heating, clothing, or food, people with mental illness, people who are outdoors for extended periods, and those people in cold weather whose judgment is impaired by alcohol or drugs.

Symptoms include shivering, which may stop as hypothermia progresses, slow, shallow breathing, confusion and memory loss, drowsiness or exhaustion, blurred or mumbled speech, loss of coordination, fumbling hands, stumbling steps, and a slow, weak pulse. In severe hypothermia, a person may be unconscious without obvious signs of breathing or a pulse. Hypothermia is a potentially life-threatening condition that needs emergency medical attention.

Keep Your Gas Meter Clear of Ice & Snow

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. Your meter reader will appreciate it if you shovel a path to your meter also!



Energy Efficiency Rebates Program

St. Lawrence Gas is offering rebates for installation of high efficiency heating equipment. The program for 2015 covers qualifying equipment installed between January 1 and December 31, 2015. Rebate funds are limited. Customers who have signed a purchase agreement for a qualifying heating system may call and reserve their rebate until the installation is completed.



The program will close prior to December 31 if the budget

for rebates is fully expended. Information for residential customers is available on our website at: http://www.stlawrencegas.com/for_homes/energy_efficiency_program_residential. Commercial customers can check out their rebate program at: http://www.stlawrencegas.com/for_businesses/energy_efficiency_program_commercial. Those who lack internet access may call and speak to Phil St. Amand at 315-842-3617.

Need Help Paying Your Gas Bill

If your heating bills are more than you can handle, HEAP may be able to help. HEAP stands for Home Energy Assistance Program. You may be eligible for a regular HEAP benefit if your income is at or below income guidelines for your household size, if you receive Food Stamps, if you receive Temporary Assistance, or if you receive Supplemental Security Income. If you have had your service disconnected for non-payment or are

in danger of termination an additional emergency HEAP grant may be available to help you get or keep your heat on. For more information please contact your local HEAP office in St. Lawrence County @ 315-379-2303, or in Lewis County @ 315-376-5400. More information is available by calling the state HEAP Hotline at 1-800-342-3009. Information is also available at www.otda.state.ny.us by clicking on "Resources for Working Families".

Slips, Trips and Falls

Slips, trips, and falls are second only to motor vehicle incidents in accidental deaths every single year. Furthermore, one quarter of all injury claims filed in a year will come from slips and falls.



We witness minor tumbles more often, desensitizing us to the potential for injury or death. North Country winters present hazardous conditions at every turn, particularly following a freezing rain event

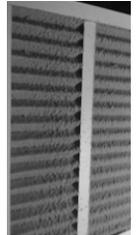
or during periods of successive warming and cooling when water flows, then freezes on surfaces. Use sand and salt or an ice melting compound to keep walkways free of ice or improve traction. Consider using crampons if you must walk on frozen surfaces. A crampon is a traction device used to improve mobility on snow and ice. The type with strap bindings is versatile and can adapt to virtually any boot or shoe.

Energy Savings

During winter it's a good idea to review some energy conservation tips to help stretch your energy dollars.

- Tighten up your home. Seal leaks around windows and doors with caulk, spray foam, and weather stripping.
- Inspect your insulation, particularly in the attic. It's the easiest place to add insulation and can make a big impact on energy bills.
- If you have a fireplace, make sure the damper is closed when not in use.
- Dress in layers and set your thermostat back as low as is comfortable to you.
- Ceiling fans should be reversed in winter to move warm air down from the ceiling toward the floor. Set the fan speed on its lowest setting to avoid the feeling of a draft.
- Wait until you have a full load before running your washer, dryer or dishwasher.

- Open window shades during the day to let the natural warmth of the sun into your home. At night, close them again to help insulate your windows against heat loss.
- Regularly clean or replace air filters in your forced-air heating system for fuel economy and better air quality.
- Leaky ducts can reduce your system's overall efficiency. Sealing ducts is especially important if they run through the attic or crawlspaces.
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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.



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