

in this issue..

Companies offering to sell you natural gas

Know what's below

Safety Information

Cross Bored Sewer?

Enbridge St. Lawrence Gas Outreach and education

Bill Pay Convenience

Ask for ID

Public Safety Surveys

your pipeline newsletter

 **ENBRIDGE**
ENBRIDGE ST. LAWRENCE GAS

May 2014

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

Companies Offering to Sell You Natural Gas

Through the Enbridge St. Lawrence Gas Retail Access Program, customers may choose to purchase natural gas from other Companies ("Marketers") who have been approved by the New York State Public Service Commission and by St. Lawrence Gas, to operate in the Enbridge St. Lawrence Gas service territory. Marketers are responsible for arranging pipeline deliveries of gas to our distribution system and we then deliver it to the customer's business or home. Please be advised there



are currently no approved Marketers in the Enbridge St. Lawrence Gas service territory for residential customers. Never provide your personal information to a caller unknown to you. Visit http://www.stlawrencegas.com/for_homesderegulation for more information about natural gas deregulation.

Know What's Below

Spring is a great time to start some of those outdoor projects you've put off for the winter.

Remember your obligation to call Dig SafelyNY (811) if your plans call for ground disturbance of any type.

According to the American Gas Association, there are 2.4 million miles of natural gas distribution pipeline in the US, which serve 70 million homes, businesses, factories and power plants daily. In view of the enormity of the delivery system, pipeline



Know what's below.
Call before you dig.

incidents are rare, but the natural gas industry strives for "zero incidents" and it is dedicated to improving and perfecting the system. From 1995 to 2004, the most recent year for which statistics are available, 59% of pipeline incidents were caused by excavation damage/ outside force.

To avoid damaging buried utilities, including gas pipelines, call 811 at least 3 business days before you start work, counting the day of your call. All participating utilities will mark any underground facilities in the proposed work area so you can safely work around buried gas lines, wires and cables. The 811 call system is easy, it's free, and it's the law!

Safety Information

Enbridge St. Lawrence Gas regularly provides safety information to our customers in our Pipeline newsletter, bill inserts and on-bill messages. For both customers and the general public we provide public service announcements by radio and newspaper when necessary. If you would like additional gas safety

information such as a natural gas odorant card visit us at www.stlawrencegas.com/forms/request_gas_safety_information or speak to a representative at 769-3516 ext. 775 and we will mail the requested information

Cross-Bored Sewer?

A plugged sewer lateral is usually the result of tree roots that have found their way into your sewer lines in search

of water. Before you allow a plumber to use power root cutting equipment to clear your sewer, make sure you

call Enbridge St. Lawrence Gas to be sure the cause of the obstruction is not a gas service line. For decades, utilities have been using trenchless technology to install gas lines to customers. In the past, gas lines may have been installed through sewer lines whose precise location was not known at the time of installation. If a homeowner or plumber cuts through a gas line, the result

would be extremely hazardous. **Before using any root cutting equipment to clear an underground sewer line blockage, please call Enbridge St. Lawrence Gas at 1-800-673-3301 or at 315-769-3511.** The phones are answered 24 hours a day and your call will be treated as an emergency to minimize delays to the resolution of your sewer problems.

Enbridge St. Lawrence Gas Outreach & Education

During the year, Enbridge St. Lawrence Gas attends or hosts meetings with various groups to discuss many aspects of our business. First responders such as fire departments, law enforcement agencies, and rescue squads receive invitations directly from our Public Awareness/Damage Prevention department. There are some occasions which the general public is welcome to attend. Please visit us at these upcoming events.

Seniors - Save the Date Wednesday August 13, 2014 at SUNY Canton Roos House! The New York State-Wide Senior Action Council will be hosting the 23rd annual Seniorama, an information fair bringing health, financial, educational and social attention to senior citizens. There will be approximately 100 vendors and exhibitors from hospitals, financial institutions, county agencies and more. The event is free and open to the public. Enbridge St. Lawrence Gas will be there. Bring your questions,

compliments, and complaints to our booth and speak to one of our friendly employees.

If you plan to attend the **Franklin County Fair**, you can visit with an Enbridge St. Lawrence Gas employee at our booth in the Commercial building. The Fair opens on Saturday August 2nd and runs through Sunday August 10th at the fairgrounds on E. Main St., Malone.

Would your group like to invite Enbridge St. Lawrence Gas to your meeting to discuss issues of interest to your members? Contact Phil St. Amand, Advisor Customer Service at 315-842-3617 to discuss the possibilities.



Bill Pay Convenience

When is your gas bill due? Many customers assume the due date is the "Pay By" date printed on the bill. In fact, all utility bills are due upon receipt. The "Pay By" date is the last date you may make your payment without incurring a late charge. The "Pay By" date is always 20 days after the date the bill is delivered, or 23 days from the date it is mailed (allowing 3 days for mail delivery). So, although your bill is due upon receipt, you always have a 20 day grace period to make payment.

If your winter gas bills are a burden on your household finances, consider our Budget Billing plan. If you sign up for budget billing, your total estimated annual gas cost is divided evenly over 12 months. We begin our 12 month budget year with the September gas billing cycle. A mid-year adjustment may be necessary to avoid having

a large deficit or a large credit at the end of the budget year in August.

Another billing convenience is our Automatic Debit Plan. No checks to write, no trips to the Post Office or drop box, and no stamps to buy. We'll debit your bank account for exactly the amount due each month. You will still receive a monthly bill which shows how much gas you have used, how much you owe, and what date the withdrawal will be made. You may cancel at any time.

You say you can't get to the Post Office? Did you know that the US Postal Service will pick up your outgoing mail if you leave it in your mailbox? Just be sure it's properly addressed and has the required postage. Visit <http://pe.usps.com/text/dmm100/sending-receiving.htm> for more US Postal Service information.

For more information from Enbridge St. Lawrence gas about these topics and more, visit our website at http://www.stlawrencegas.com/quicklinks/online_services/

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.

Public Safety Surveys

Enbridge St. Lawrence Gas performs leak surveys on 33% of all underground gas lines each year. We are also required to perform atmospheric corrosion surveys on above ground piping. These mandated survey requirements apply to both utility owned piping and customer owned piping. Enbridge St. Lawrence Gas repairs deficiencies on Company owned pipe. If a safety issue is discovered on customer owned piping we will

provide information about how to make the situation safe and follow up to insure corrections have been made.



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