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# your pipeline newsletter



November 2013

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)

## Carbon Monoxide Awareness

This is the time of year we button up the house and turn the heaters on. It's also a good time to remind you to make sure all of your fuel burning equipment is cleaned and maintained so it will operate properly. Insufficient combustion air, a plugged chimney, a cracked heat exchanger, or vent pipes in poor condition are all ways that Carbon Monoxide could be produced and introduced into your building.



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.

What Can I Do To Prevent CO In My Home?

- Never operate vehicles or emergency generators in an enclosed area, such as a garage.
  - Keep vents and chimneys clear of blockages.
  - Never operate charcoal grills, portable gas grills or similar equipment inside a home, garage or other enclosed area.
  - Do not use a gas range, oven or clothes dryer for heating.
  - Have space and water heating equipment inspected regularly by a qualified technician.
  - Purchase a CO detector, which should be certified to the national standard for CO detectors.
- If you suspect a CO problem, you should turn off fuel burning appliances, open doors and windows to air out the home and call a qualified technician.

The high pressure natural gas pipeline which will carry gas from Norfolk to Chateaugay, NY is nearly complete. We expect the first section (to North Lawrence) to be energized by the time of this newsletter's distribution.

## Franklin County Expansion

The target for the second phase is to flow gas to the McAdam Cheese plant in Chateaugay and to some customers in Brushton, Malone and Chateaugay around the end of December. Construction of the distribution network will resume in the Spring of 2014.

## EMPOWER New York



The Empower New York program offers no-cost energy efficiency services to low income (i.e. HEAP eligible) homeowners and renters. These services include electricity use and home performance measures. On-site energy education offers customers additional strategies for managing their

energy costs. The services are provided by contractors accredited by the Building Performance Institute (BPI). To learn more and apply visit [nysderda.ny.gov/empower](http://nysderda.ny.gov/empower) and fill out an application, or call them at 1-800-263-0960.

## 2013-2014 HEAP Program

The 2013-2014 Home Energy Assistance Program (HEAP) will begin on November 18, 2013. Visit <https://www.mybenefits.ny.gov/> to see what types of assistance

you may be eligible for. If you are having difficulty managing your heating costs, contact the HEAP office to apply. The phone numbers to call are: St. Lawrence

County (315) 379-2303, Lewis County (315) 376-5400, and Franklin County (518) 481-1807.

Customers who have been disconnected or are in danger of being disconnected for non-payment may be able to

## 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



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](http://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

## 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 on 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 Enbridge St. Lawrence Gas.



## Natural Gas Prices



Your natural gas bill is determined by three basic factors; the amount of gas you use during the billing period, the commodity price of gas, and the delivery price of gas. Weather, the number of days in a billing cycle, and your personal energy consumption patterns determine the amount of gas you use.

Natural gas is a commodity and the price will fluctuate each month because of many factors. Enbridge St. Lawrence Gas purchases gas on behalf of our Sales service customers and passes on the cost with no markup.

The delivery price represents our revenue and does not change unless we apply for and are granted a rate

increase by the NYS Public Service Commission. Our delivery rates should be constant through the winter of 2013-2014 and is unchanged from last winter.

In our older distribution area, from Massena in St. Lawrence County to New Bremen in Lewis County, the annualized cost of natural gas for a typical residential heating customer was \$1.162 per therm in October. That is equal to buying fuel oil for \$1.62 per gallon. In the expansion area, which extends from Winthrop in St. Lawrence County to Chateaugay in Franklin County, there are surcharges on the rates and the annualized cost of natural gas for a typical residential heating customer was \$1.66 per therm. That is equal to buying fuel oil for \$2.31 per gallon. In both areas, heating customers would have considerable savings since the price of fuel oil was about \$3.50 per gallon.

## Energy Efficiency Rebates

The Residential Energy Efficiency Rebate Program for 2013 is now out of funds. If you've installed a qualifying furnace or boiler between January 1 and December 31, 2013 you may send an application. If additional funds become available rebates will be awarded to approved applicants in the order they were received. The Commercial Energy Efficiency Rebate Program still has funds available. The two Programs are not interchangeable and we cannot use money from the

Commercial Program to pay rebates to residential applicants.



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receive an emergency benefit. Emergency HEAP is available after January 2, 2014. Remember, HEAP is not designed to pay a customer's entire annual fuel bill. HEAP is available to supplement the customer's fuel payments.

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

## Winter Health & Safety

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.