

in this
issue

Pool
Heaters

Rinnai Wall
Furnace
Recall

Call Before
you Dig

Carbon
Monoxide
Awareness

Energy Fair

Natural Gas
Odors

Satisfaction
Surveys

your pipeline newsletter

St. Lawrence Gas

An **ENBRIDGE** Company

Spring of 2008

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

Pool Heaters

Swimming in the family pool is a great way to have fun and get some exercise. A natural gas pool heater can extend our North Country season to get the most use of your investment. Natural gas pool heaters cost about 40% less to operate than fuel oil heaters and about 50% less to operate than propane heaters. If you are considering a gas pool heater, check our website at www.stlawrencegas.com

stlawrencegas.com and read our "Underground Piping Requirements" information in the section entitled "For The Home". Your contractor can give you more information about installation requirements and how to properly size your heater. Take the plunge and enjoy a warm, relaxing swim with a natural gas heater!

Call Before you Dig

The utilities that supply your gas, electric, water, telephone, and/or cable, often deliver their service underground. Whenever you dig or excavate on your property, for any purpose, you are required to call a not-for-profit organization called Dig Safely New York. With just one call, your local utility must locate or stake out and mark the location of their facilities. Each utility will have two full working days notice, but no more than ten, to do their work.

You cannot start any digging until all utilities have either marked their facilities or given you notification that their facilities do not exist in the area. Once you begin excavation, be careful within two feet of any paint, stakes, or flags that mark the location of your utilities. Any digging within two feet must be done with hand tools. Excavation includes, but is not limited to:

- drilling
- augering
- demolition
- wrecking
- tunneling
- fencing
- post hole digging (mailbox, e.g.)
- setting poles
- dredging
- razing
- grading
- boring holes for percolation test s
- cable or pipe plowing
- digging
- trenching
- ditching
- scraping

CALL 800-962-7962 before you dig, 7:00 am to 5:00 pm, Monday through Friday, and emergency calls, 24 hours a day, seven days a week. Be prepared to give your name, address, contact information, and site information. Your call should only take a couple of minutes. You will be given a request number that is proof of your call as a reference. There is no charge for this service to either you or your contractor.

Energy Fair

St. Lawrence Gas will participate in the 13th annual North Country Sustainable Energy Fair to be held on April 26th and 27th at the SUNY Canton Campus Center, Canton, NY. The energy fair offers attendees ideas about how to make their homes more energy efficient. A suggested

donation of \$5 admits one although no one will ever be turned away according to organizers. The annual energy fair is sponsored by Community Energy Services located in Canton, NY

Satisfaction Surveys

St. Lawrence Gas strives for outstanding service in our core business which is the distribution of natural gas. If there is something we need to do to improve our service we would like to know. That's why we have hired a consulting company called Metrix Matrix to randomly contact those customers who have had recent interaction with St. Lawrence Gas. If you have called our business office to initiate or terminate service, or if you've called about a suspected leak or fumes, if you've recently had a gas line installed to your property, or had a meter exchanged, you may get a phone call and be asked to answer a few questions. Please don't hang up. Your input is valuable and we thank you for your time!

Rinnai Wall Furnace Recall

The U.S. Consumer Product Safety Commission has announced a voluntary recall of certain Rinnai Direct-Vent Wall Furnaces, Models RHFE 431 and RHFE 556. About 52,000 units are affected. A gasket in the unit can fail, posing a risk of CO gas leaking into the home. The following model numbers are included in the recall:

MODEL RHFE-431	FAIII-N WTA-N WTA-72B-N	FAIII-P WTA-P WTA-76B-N
MODEL RHFE-556	FAIII-N WTA-N	FAIII-P WTA-P

For additional information, contact Rinnai toll-free at (866) 746-8344 anytime, or visit the firm's website at www.wall-furnacerecall.com



Carbon Monoxide Awareness

Carbon monoxide (CO) is a poisonous gas that is odorless, colorless, tasteless and non-irritating. When CO is breathed into the body, it combines with the body's blood and prevents it from absorbing oxygen. Carbon monoxide comes from the incomplete combustion of such common fuels as natural gas, propane, heating oil, gasoline, coal, wood, charcoal and kerosene, and from almost any other combustible material such as tobacco, fibers and paper.

Symptoms of CO Poisoning

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?

A few common sense precautions can greatly reduce the

risk of CO poisoning in the 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.
- If an additional measure of protection is desired, consumers may wish to 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.

Natural Gas Odors

Natural gas is a colorless, tasteless, odorless, and non-toxic gas. Because it is odorless, a powerful chemical called mercaptan is added to the gas, in very small amounts, to give the gas a distinctive smell of rotten eggs. This strong smell can be helpful in detecting the source of any gas leak. If you notice an odor of gas, or hear a hissing sound (indoors or outdoors near gas facilities), or if you notice a broken gas pipe or meter contact us at 800-673-3301. St. Lawrence Gas offers 24-Hour Emergency at no charge to our customers. If you notice a smell of gas in your home or business please follow the steps below:



1. Remain calm.
2. Call St. Lawrence Gas immediately (24 hour service at 800-673-3301). Be sure to give your complete address.
3. Open doors and windows to get fresh air into the rooms.
4. If the smell gets stronger, remain calm.

- a. Get everyone out of your home immediately, leaving the windows and doors open to allow air to enter.
- b. Don't use your phone, including a cell phone. Call St. Lawrence Gas from a neighbor's home, your cell phone OUTSIDE, or a pay phone.
- c. Do not turn any electrical switches (lights, appliances) either on or off. Do not use your doorbell.
- d. Don't use lighters or matches, and don't smoke.

If there is a gas odor in your yard or on your street, it could mean there is a gas line that has been damaged. Please follow the steps below:

1. Call St. Lawrence Gas immediately (24 hour service at 800-673-3301). Be sure to give your complete address.
2. Keep yourself and others clear of the area.
3. Don't use a cellular telephone near the area of the gas odor.
4. Don't start any motors or motor vehicles near the area of the gas odor.
5. Don't use lighters or matches and do not smoke.

St. Lawrence Gas

An **ENBRIDGE** Company

© 2007 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