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# your pipeline newsletter



Spring 2011

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)

## NAME CHANGE

St. Lawrence Gas is a wholly owned subsidiary of Enbridge Gas Distribution (EGD), with headquarters in Toronto, Ontario. EGD in turn is owned by Enbridge Inc. which is a leader in North American pipelines for both natural gas and liquid fuels. In order to better illustrate the link between St. Lawrence Gas and Enbridge Inc., we have changed our name to Enbridge St. Lawrence Gas. You may have already noticed the change on your monthly gas bill, on company letterhead, business cards, and vehicle identification.

Nothing else has changed. We are at the same location, same phone numbers, same employees and we will con-

tinue to provide you with safe, reliable and economical service that you have come to know and expect.

Some of our customers have been confused by the change. Enbridge St. Lawrence Gas owns a subsidiary named Enbridge Services which rents furnaces, boilers, water heaters, space heaters and central air conditioning. The two companies are separate, with no shared services.

If you have both a gas bill from Enbridge St. Lawrence Gas and a rental bill from Enbridge Services, you must write separate checks to each company.

## DIG SAFELY

It may not feel like it yet, but Spring was officially here on March 20. Lots of summer projects involve excavating and the possibility exists that a vital utility may be just below ground. At least two business days before digging, call 811 and ask for a utility locate. 811 is the one-call center to notify your gas, electric, phone, cable, and water and sewer providers. Wait until the locations are

marked or you're given the all clear by all providers. Respect the marks and carefully hand dig in the vicinity of buried utilities. It's for your own safety, it'll prevent your being fined and billed for repairs, and it's the law.



## CORROSION PREVENTION

Customer awareness is key to assuring safe delivery of natural gas to your homes and businesses. Enbridge St. Lawrence Gas is continuously surveying our transmission lines and distribution system to ensure the reliability and safety of our pipelines. As a gas customer, you have an obligation to monitor the condition of your gas piping. Preventative maintenance can help avoid problems and

avoid potentially expensive repairs. Corrosion of outside piping can be inhibited by painting the outside piping from the outlet of the utility meter to the wall penetration. It's an easy task that won't take long but will help keep rust at bay. If you notice significant pitting or erosion of your gas pipe, contact a heating contractor for replacement.

## OUR CUSTOMER AGREEMENT

Enbridge St. Lawrence Gas will provide a safe and reliable natural gas distribution system. We will operate the system in an environmentally sound manner. We will offer fair and reasonable delivery rates. We will communicate with customers clearly and ensure that customers know what to expect. We will provide effective, timely recovery in the event of service interruption. We will be responsive, responsible, trustworthy and accessible. You

may get a chance to tell us how we're doing. If you receive a call from our survey company, Metrix Matrix, please take the time to answer some questions about your recent interaction with Enbridge St. Lawrence Gas. The information will help us to learn what we are doing right and where we should look at ways to improve.



## 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. Enbridge St. Lawrence Gas offers 24-Hour emergency service 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 Enbridge St. Lawrence Gas immediately. 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 Enbridge St. Lawrence Gas from a neighbor's home or your cell phone OUTSIDE.
- 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 Enbridge St. Lawrence Gas immediately. 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.

## How do I get Gas to my Garage

Spring and Summer projects often involve installing underground gas lines to heat a detached garage or to fuel a pool heater, generator, or a post-mounted BBQ grill. Since this piping is beyond the outlet of the gas meter, it falls outside of Enbridge St. Lawrence Gas' responsibility and must be performed by a contractor or the customer, at the customer's expense. The New York State Public Service



Commission charges gas utilities with the responsibility of regularly surveying customer-owned underground piping for signs of corrosion or leaks. Because of this requirement, Enbridge St. Lawrence Gas has a procedure that must be followed to insure that the gas pipe is installed safely and that it can be located when necessary. You and/or your contractor are encouraged to visit our web site at [www.stlawrencegas.com](http://www.stlawrencegas.com) and read our "Underground Piping Requirements" in the "For the Home" section or call 769-3511 and speak to a representative.

## It Pays to be Energy Efficient!

Enbridge St. Lawrence Gas has rebates for residential and commercial customers who replace aging, inefficient heating equipment with new high efficiency furnaces or boilers. Ask your heating contractor for details, or visit our website at [www.stlawrencegas.com](http://www.stlawrencegas.com) and look at the Energy Efficiency section.



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