

in this  
issue

Safety

Customer  
Care

Natural Gas  
is your  
Best Value

# your pipeline newsletter

**St. Lawrence Gas**

An  ENBRIDGE Company

Fall of 2006

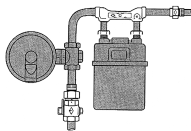
For 24 hour emergency service call: 1-800-673-3301  
For non-emergencies call: 769-3516, 322-5792, 1-800-454-2201  
P.O. Box 270 • Massena, NY 13662 • [www.stlawrencegas.com](http://www.stlawrencegas.com)

## SAFETY

### Preventing Gas Leaks by Pipe Corrosion

Above ground piping's best defense against corrosion is a good paint job. Not only does it protect the pipe, but it looks better too. Over time, atmospheric corrosion can produce enough wall loss to cause a gas leak.

We recommend that you paint and maintain your gas piping from the outlet of the meter to the wall penetration. If the piping is not corroded or rusted, clean the pipe with a wire brush to remove any loose debris. Then, apply a metal primer paint, and after drying apply a metal top coat paint. If the pipe has some surface rust, clean the pipe thoroughly to a near shine finish and apply a primer and top coat. If you notice severe pitting, where the pits are more than 0.05" deep, the piping should probably be replaced by your plumbing/heating contractor. This will likely occur close to the wall penetration or some other location where water/moisture can get trapped against the pipe. Notify St. Lawrence Gas if you notice severe pitting on your gas pipe.



### 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.

## Billing Options

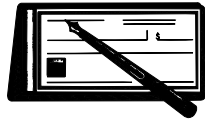
Do you realize that more than half of your annual heating bill comes from the three coldest months of the year? Instead of facing the stress of higher bills every winter (when you're already paying for the holidays!), rely on our **Equal Billing Plan**.

St. Lawrence Gas offers an Equal Billing Plan (Budget Billing) to help our customers manage their energy costs. We will forecast your gas costs for the year and divide the cost evenly for each billing period. Adjustments can be made if circumstances require, such as colder/warmer than anticipated weather or changes in gas costs. If you would like to get on a budget billing plan, call our billing center at 769-3516 and enter "3" at the prompt. If you're already on a budget you don't need to do anything, we will start your new budget in September.



Make your payments even easier! Register for our **Automatic Debit Plan**.

Now you can have your natural gas bills deducted from your checking account automatically. Forget about check writing, stamps, mailing and due dates! Call us and we can mail you an enrollment form today!



## Billing Changes

In response to NYS Public Service Commission requirements that utilities be capable of providing one bill for commodity and delivery in a deregulated market environment and to provide more billing options for our customers, St. Lawrence Gas has installed a new billing system. Hopefully the transition will be relatively seamless to you, our customer. Please note however, that you have a new account number on your bill. Also, the bottom of the bill is perforated and should be sent back with your payment. In response to your suggestions, when the current stock of gas invoices runs out we will request that a dotted line be printed on the perforation with a statement that the coupon should be returned with the payment.

Once the new system is fully operational you will receive information to highlight the capabilities and customer options available.



## SLG on the Web

If you have internet access, check out our website for information about the Company and for links to information about the natural gas industry. Bookmark our web address for quick access to the site. It's [www.stlawrencegas.com](http://www.stlawrencegas.com)

# NATURAL GAS IS YOUR BEST VALUE

## Natural Gas vs. Electricity

Modern natural gas equipment can achieve efficiencies well over 90%. Using natural gas for heating is more efficient overall than electric heat because of losses that occur at the generating facility and over transmission lines. More U.S. homes are heated with natural gas than any other single fuel and it is the dominant choice for new home construction. Gas prices from St. Lawrence Gas are competitive even with municipal electric systems. We expect natural gas to continue to be your best energy value.

## St. Lawrence Gas

An **ENBRIDGE** Company

© 2006 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

## Natural Gas vs. Oil

Market conditions continue to favor higher oil prices while natural gas prices have been trending downward. St. Lawrence Gas cannot determine the cost of gas, and we do not profit from the price of gas. We expect that the cost of natural gas for a residential heating customer during the coming winter will be equivalent to approximately \$1.85 per gallon of fuel oil, based on current market prices. Oil is selling now for approximately \$2.50 per gallon. Fuel oil price caps have been offered for \$2.95 per gallon for No. 2 home heating fuel and \$3.25 for No. 1 Kerosene. Natural gas will continue to be your best energy value.