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issue

Safety

Customer
Care

your pipeline newsletter

St. Lawrence Gas

An  ENBRIDGE Company

Winter of 2007

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

SAFETY

Keep Meters and Regulators Clear of Ice

We remind you to check your outside gas meter and regulator to make sure no snow or ice builds up on them. The regulator is a disc shaped device installed near the meter. A build-up of ice and snow can cause an uneven supply of natural gas to your appliances. Please do not chop at any ice with a sharp object. Our meter readers would also appreciate it if you shovel a path to your meter after significant snowfalls.



Ask For ID

Occasionally, St. Lawrence Gas may need to perform work on our gas service equipment at your home or business. If you are unsure of who is working on or around your property, please know that all St. Lawrence Gas employees and its contractors, such as our meter readers, have a photo ID that can be exhibited on request.

How to Handle a Gas Leak

Although natural gas is colorless and odorless, even a small leak can be detected by the human nose. This is because a chemical, which has a very distinctive smell, is added to the gas as a safety precaution. If you ever think you smell gas, take these precautionary steps.

Indoors – If the smell is weak, call St. Lawrence Gas immediately. Our emergency numbers are on the



front of this Pipeline. Open windows and doors to get fresh air into the rooms. If the smell gets stronger, or you hear a hissing noise, leave the building immediately. Do not use a phone from inside the house, nor turn on or off any lights or appliances. Leave the door open to allow air to enter. Call St. Lawrence Gas from a neighbor's house.

Outdoors – Don't use a cell phone and don't start any motors or motor vehicles near the area of the gas leak. Extinguish any open flames such as a BBQ, cigarette, etc. If the escaping gas is burning, do not attempt to put out the fire. Go to an area away from the leak and call St. Lawrence Gas. Call your local fire department also if the gas is burning.

Chimney Inspection

Customer's who still utilize masonry chimneys are reminded that regular inspections should be performed to check for blockage and condition of the tile liner. It is particularly important for customers who have recently converted from another fuel. Incomplete combustion of a previous fuel could have caused soot and other residues to build up inside the chimney and flue. The water vapor produced by the burning of natural gas could cause this material to loosen and fall, possibly blocking the flue. A blocked flue could then cause the appliances to "dump" exhaust gases into the home and eventually displace the oxygen needed for complete combustion, resulting in the production of carbon monoxide, a dangerous gas. We recommend that you inspect your chimney at least twice a year. Those with newer appliances that vent through the wall are also reminded to check the vents for disconnected joints, or any sign of deterioration. Contact your heating contractor if repair or replacement is needed.

Winter Price Update

Market prices for natural gas have been very volatile over the past several months moving up and down as market forces, like the weather, change. St. Lawrence Gas uses a diversified supply portfolio that does not rely solely on wholesale market prices. Instead, our supply portfolio includes gas purchased during the summer and stored for use in winter, gas obtained through hedged price contracts and gas purchased at market prices. The storage gas and hedged prices usually will tend to lower customers winter bills while the market supply will be based on North American supply and demand. For the 2006-2007 heating season, St. Lawrence Gas expects your natural gas bill will be similar to last winter assuming average winter temperatures. Please see our



website for energy conservation tips that will help keep your energy usage under control. Natural gas continues to be your most economical energy source.

HEAP

The Home Energy Assistance Program is a taxpayer funded Federal program that helps eligible households pay for heating costs. If you are having difficulty managing your fuel costs, contact the HEAP office at 379-2303, 379-2373, 379-2116 or 379-2342 to apply for a grant. The regular HEAP grant is available to all who meet income eligibility guidelines. Customers whose gas service has been disconnected for non-payment, or those facing disconnection may also qualify for an emergency HEAP benefit in addition to their regular HEAP grant. Income eligibility this year is:

Family Size	Monthly Income	Family Size	Monthly Income
1	\$1764	4	\$3393
2	\$2307	5	\$3936
3	\$2850	6	\$4479

Tax Credits Available

Now might be the right time to install a high efficiency heating system. You can claim a tax credit up to \$500 on your NYS Income Tax return if you replace your heating system with an Energy Star rated appliance. If the heating system has an AFUE rating of 95% or better, you can also claim a Federal Income Tax credit up to \$150. Furnaces with a variable speed blower may also qualify for a Federal Tax credit up to \$50 whether or not the furnace is high efficiency. A tax credit is worth more than a deduction because it reduces the amount of tax owed, not just the amount of taxable income. Ask your heating contractor for details. Hurry, these credits expire soon!



Deposit Interest

The NYS Public Service Commission (PSC) has announced that effective Jan. 1, 2007, the customer deposit interest rate paid by investor owned utilities is 3.65% and the rate for municipal utilities is 1.95%.

Time to Replace Your Water Heater?

Whether you own your water heater or rent it, if it needs to be replaced be sure to choose a natural gas unit. Heating water accounts for the second largest energy use in your home (after heating your home). However, if you have a natural gas water heater you are using the most economical water heating system available. If you're currently using an electric water heater, consider switching to natural gas. Electric water heaters cost more to operate than comparable gas models and gas heaters recover about 3 times faster than electric heaters. So, when it's time to replace your water heater, insist on natural gas again for plenty of hot water, and plenty of savings!

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