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# your pipeline newsletter

## St. Lawrence Gas

An  ENBRIDGE Company

Winter 2004

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)

## Gas Prices

Your gas bill is impacted by a number of factors, including: the cost of the gas, the weather, and our cost to distribute gas. As we predicted, your gas bill is probably higher this winter compared to other years. First, gas prices have increased. Remember, the price of gas is a flow through cost to the customer. St. Lawrence Gas derives no profit from the gas we purchase. Second, the weather recently has been colder than average which means you will use more gas to keep your home comfortable.

Third, the rates that St. Lawrence Gas charges to distribute gas have increased slightly, however, the impact of higher distribution rates will be seen more in the non-heating season, where the minimum charge has been increased.



## Safety Tips

### Carbon Monoxide (CO)

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 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 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 open doors and windows to air out the home and call a qualified technician.

### Keep Your Meter Free From Ice

This winter, please check your outside gas meter and regulator on a regular basis to make sure that no ice or snow builds up. The gas regulator is a disc-shaped device usually installed near the meter. This regulator must "breathe" to operate properly. Ice and snow build-up around the meter and regulator can cause an uneven supply of natural gas to your appliances. The ice build-up results from a combination of dripping water caused by either freezing rain or snow melting from a roof and 32 degree or colder temperatures.



### Cold Weather Spells Danger

Winter creates a special danger for older adults because many are vulnerable to cold. Hypothermia is a medical condition meaning low body temperature, and is characterized by some or all of the following conditions: confusion, difficulty speaking, shivering, slow breathing, sleepy and hard to wake up, cold stiff muscles, puffy face, stomach cold to touch, forgetfulness, and trembling on one side of the body or in an arm or leg.

Many things can contribute to the risk of becoming hypothermic including stroke or diabetes, certain prescription drugs, poor diet, alcohol and living in a cold house. Temperatures do not have to be below freezing for hypothermia to develop. Room temperatures below 70oF could be dangerous if you are not dressed warmly enough.

To prevent hypothermia, dress warmly in layers. Wool and most synthetics will keep you warmer than cotton when damp or

wet and are therefore better than cotton. When outdoors, keep your head and neck protected with a warm hat and scarf because as much as 40 percent of body heat escapes from this area. If you suspect a person is suffering from hypothermia, call 911 and request assistance. Handle the person very gently and protect the person with blankets, quilts, towels, or extra clothes. Make sure you cover the head and neck. Do not give hot drinks or hot food, or place the person in a hot shower or bath. Do not raise the legs or place hot water bottles on the feet. Do not give any alcohol or drugs and do not massage the arms or legs.

## Customer Service

### Satisfaction Surveys

How well are we serving you? If you had recent contact with St. Lawrence Gas, you might receive a phone call from an independent company who will be conducting surveys four times a year on our behalf. The goal of these surveys is to identify your level of satisfaction. Your feedback will provide us with valuable information on what we are doing well and where we need to improve. We encourage you to participate.

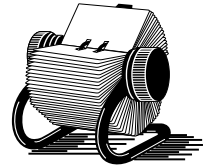
### Our New Web Site ([www.stlawrencegas.com](http://www.stlawrencegas.com))

We encourage you to visit our completely redesigned web site, where you can find interesting and important information. As an example, in the "On-line customer service" section, you can report a meter reading (and avoid estimated bills), sign-up for budget and automatic debit plans, sign-up or disconnect service, and complete a landlord application. In the "for the Home" section you can check the monthly price of gas. There's even some video clips to view. Check us out!



### New Phone Numbers

Since our business was split into different companies, St. Lawrence Gas and Enbridge Services, we have a different phone numbers for each company:



<p><b>St. Lawrence Gas</b> - for matters related to gas service and emergency calls  <b>toll free 1-800-673-3301 or 322-5781</b></p>
<p><b>Enbridge Services</b> - for matters related to the rental, sale or repair of natural gas equipment  <b>toll free 1-800-673-0358 or 296-1000</b></p>

## Billing Information

### Automatic Debit Plan

Now you can have the convenience of having your natural gas and rental equipment 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, or visit our website at [www.stlawrencegas.com](http://www.stlawrencegas.com) to download the form.

### Assistance Programs

**HEAP** (Home Energy Assistance Program) provides grants (up

to \$400) paid directly toward your St. Lawrence Gas heating bill. You may be eligible for up to two grants this heating season. There is also a furnace repair/replacement grant program. To apply, St. Lawrence County residents can call 379-2303, 379-2373, or 379-2116 and Lewis County residents can call 376-5400. Income guidelines are:

Family Size	Monthly Income	Family Size	Monthly Income
1	\$1729	4	\$3325
2	\$2261	5	\$3857
3	\$2793	6	\$4389

## Heating Tips

### Supplemental Heat Appliances

Areas that are the farthest from your central heat source (furnace, boiler, etc) are often the coldest rooms in your home. Supplemental heat appliances like space heaters and hearth products (gas fireplaces and free standing stoves) can bring additional heat to these rooms. When you turn-up your thermo-



stat on your central heating system to bring the temperature up in a colder room, you might be overheating other areas. A supplemental heat appliance can be used as it is needed, providing you greater control over your gas consumption. In addition, many of these appliances can work without power and therefore can serve as a back-up heat source during a power outage.

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