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**St. Lawrence Gas**

An  ENBRIDGE Company

Winter 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)

## Winter Price Update

The market prices for natural gas, fuel oil, propane and electricity have increased dramatically over last winters prices. The good news is that the market price for natural gas has dropped from the record high levels earlier this year. Warm weather so far this winter is directly responsible for this price decrease. As we all know however, weather can turn quickly and the market price of natural gas could rebound towards the end of the winter.

St. Lawrence Gas uses a diversified supply portfolio to help protect our customers from large market price swings throughout the winter. Since a portion of the portfolio is directly tied to the market price of gas, today's lower prices could benefit our customers. However, even with the current decrease in the market price of natural gas, energy prices are still higher than they were a year ago and since a cold snap in February and March can drive prices up again, conservation of energy is still very important.

St. Lawrence Gas therefore continues to recommend that our customers follow these energy conservation tips to help offset this year's higher energy costs:

- Set thermostats back even a few degrees to save on energy use
- Install programmable thermostats
- Have your heating system professionally cleaned and maintained
- Change your furnace filter monthly during the heating season, or wash a permanent filter monthly

For more information and other tips on energy conservation please visit our website at [www.stlawrencegas.com](http://www.stlawrencegas.com) or any of the following sources: [www.energy.gov](http://www.energy.gov), [www.nyserda.com](http://www.nyserda.com), [www.energysavers.gov](http://www.energysavers.gov), [www.aga.org](http://www.aga.org) and [www.publo.gsa.gov](http://www.publo.gsa.gov).



**HEAP**

Funds are still available to eligible households for assistance with heating expenses. If you are having difficulty managing your heating costs, contact the HEAP office to apply. Income limits depend on the number of persons in the household. HEAP phone numbers are 379-2303, 379-

2373, 379-2116, and 379-2342. Customers who have had their service disconnected or are in danger of disconnection may also qualify for an emergency HEAP benefit in addition to regular benefits.

## Ask For I.D.

All St. Lawrence Gas employees and contractors carry ID cards including photo, name, and Company name. If you are unsure of the identity of any person conducting gas related services, please ask to see an identification card. If the person claiming to be a St. Lawrence Gas representative cannot produce valid ID, contact the local authorities or call us at 1-800-454-2201. Our service employees usually wear uniforms and Company trucks are usually nearby.

## GI Meter Exchange Program

This isn't our Veteran's program, it's a **G**overnment required **I**nspection. Your NYS Public Service Commission requires all NYS gas utilities to randomly test meters from their entire customer base to ensure precise measurement of gas consumption. St. Lawrence Gas conducts the majority of these meter exchanges during the winter months. If your meter is chosen, the entire meter exchange process will take, on average, about 30 minutes.

## Keep your Meters and Vents Clear of Ice and Snow

Please check your outside gas meter and regulator on a regular basis for build up of ice and/or snow. The gas regulator is a disc shaped device installed near the meter(s). This regulator must "breathe" to operate properly. Ice build up can result from a combination of dripping water caused by freezing rain or snow



melting from a roof and 32 degree or colder temperatures. Do not use a sharp object to chop ice from your gas service. If you have a significant buildup of ice that you are unable to safely clear by yourself, call St. Lawrence Gas for advice. Accumulation of ice or snow on the direct vent terminations of your gas appliances can cause performance problems. Keeping them clear may prevent a costly service call.

## Quick! Where's Your Shut-Off Valve?

Have you recently purchased a new home or rented a new apartment? Are you and those in your household familiar with the location of the gas shut off valves? Did you know that there is a shut off valve upstream of every gas customer's meter as well as individual shut off valves for each gas appliance? Take a moment to familiarize yourself and your family with their location and how they operate. While you're at it, locate your water shut offs and electrical panel.



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