

in this  
issue

Energy  
Choice

Satisfaction  
Surveys

Budget  
Billing

Ask for ID

Public Safety  
Surveys

Economic  
Growth

Call before  
you Dig

Natural Gas  
Odors

# your pipeline newsletter

**St. Lawrence Gas**

An  ENBRIDGE Company

Summer 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](http://www.stlawrencegas.com)

## ENERGY CHOICE

Making the right choice for your energy needs is becoming increasingly important.

You could light your house using natural gas lanterns but that doesn't make a lot of sense. It is inefficient, costly and is not the right energy source for the application. Heating your home and water with electricity doesn't make a lot of sense either for the same reasons. It is more costly than natural gas, it

creates unnecessary demand on our electric grid and it is not an efficient use of low priced hydro electricity.

Using natural gas instead of electricity to heat your home, water and pool is a great way to save money, help save the planet and to keep our municipal electric rates low.

## BUDGET BILLING

Spread your annual gas charges evenly over a 12-month period with St. Lawrence Gas' Budget Billing Plan. Budget billing is a convenient way to manage your energy costs rather than struggling with high bills during the peak heating season. Our 12-month plan starts in September and ends in August of next

year, but you have to act now to take advantage. Call our billing department at 769-3516 and enter "3" at the prompt to speak to a representative about signing up for budget billing. This budget billing plan is restricted to customers with accounts in good standing.

## PUBLIC SAFETY SURVEYS

St. Lawrence Gas is required to perform leak surveys on all underground gas lines every 3 years. We are also required to perform atmospheric corrosion surveys on above ground piping. This requirement applies to both utility owned piping and customer-owned piping. St. Lawrence Gas repairs de-

iciencies on Company-owned pipe. If a safety issue is discovered on customer-owned piping we will provide information about how to make the situation safe and follow up to insure corrections have been made.

## CALL BEFORE YOU DIG

Pipeline markers are sometimes used to indicate the location of buried facilities and display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency. Markers only indicate the general location of a pipeline and can't be relied upon to indicate the exact position. Because many lines are not marked, it's critical that you contact Dig Safely New York prior to any excavation. With just one call, all public utilities

will be notified and asked to mark their facilities before you dig. You must place the call at least two days before and not more than ten days before you plan to dig, not counting the day of the call. It's the law in NYS. Dig Safely's phone number is 1-800-962-7962. The operator will ask you some questions about your project, when you plan to dig, and provide you with a request number that is proof of your request for utility locations. There is no charge for this service.

## SATISFACTION SURVEYS

St. Lawrence Gas strives for outstanding service in our core business which is the distribution of natural gas. If there is something we need to do to improve our service, we would like to know. That's why we have hired a consulting company called Metrix Matrix, Inc. to randomly contact those customers who have had recent interaction with St. Lawrence Gas. If you have called our business office to initiate or

terminate service, called about a suspected leak or fumes, recently had a gas line installed to your property, or had a meter exchanged, you may get a phone call and be asked to answer a few questions. Please don't hang up. Your input is valuable and we thank you for your time!



## ASK FOR ID

Summer's moderate weather provides us ideal conditions to perform maintenance and repairs that would be difficult and more costly in winter months. If a representative needs access to your property to work on Company-owned lines or equipment, don't

hesitate to ask for ID. All of our employees and contractors can provide a photo ID card. If you are in doubt you can always call our office at 1-800-454-2201 and ask if a representative is working in your area.

## ECONOMIC GROWTH FOR THE NORTH COUNTRY

Business needs energy and natural gas energy is preferred and often required for commercial and industrial processes. To attract and retain employers, the North Country needs to be able to offer a skilled workforce, efficient transportation and reliable and affordable energy. St. Lawrence Gas has been working diligently for years to expand into the NE boundaries of St. Lawrence County and into Franklin County to provide natural gas to areas that are currently unserved. While programs exist to electrify rural America, to expand municipal water systems and to provide high speed fiber optic transmission, no such funding is yet available for natural gas infrastructure. You can help strengthen Northern New

York's position in the competition for new business by writing to your State Representatives and asking for support of the Natural Gas Infrastructure Act. Letters from constituents mean much more to elected officials than the efforts put forth by our Company. If you would like to write in support of this legislation but don't know where to write, call 315-769-3516 ext. 110 or ext. 192 and we'll provide the names and addresses of your State legislators. A copy of the proposed legislation can be viewed on-line at <http://public.leginfo.state.ny.us/menugtf.cgi> and in the search window type the Bill number A03571 or do a word search for natural gas and choose Natural Gas Infrastructure Act.

## 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**. **St. Lawrence Gas offers 24-Hour Emergency 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 St. Lawrence Gas immediately (24 hour service at 800-673-3301). 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 St. Lawrence Gas from a neighbor's home, your cell phone OUTSIDE, or a pay phone.

- 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 St. Lawrence Gas immediately (24 hour service at 800-673-3301). 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.

## St. Lawrence Gas

An  ENBRIDGE Company

© 2007 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