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St. Lawrence Gas

An  ENBRIDGE Company

June 2003

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

Company Information

Service Changes

Maintaining the performance and safety of our gas distribution system, which covers almost 800 square miles, is an increasingly challenging task. New training, operation, and maintenance measures mandated by the federal Department of Transportation and the New York State Public Service Commission place additional demands on our small work force. Changes to our business might impact our response time for typical requests like locking or unlocking a meter and any other non-emergency request. We may require additional notice and/or we may not be able to pinpoint our premise visits to "mornings" or "afternoons." However, our response to emergency calls, like gas leaks, or odors, will remain the same. These calls will be given our highest priority. Look for more information in upcoming editions of our Pipeline.

Safety

Employees at St. Lawrence Gas take the subject of safety, at both home and work, very seriously. The Company has established an internal Joint Safety & Education Committee with representa-



tives from all areas of the business. Recently, the Company celebrated 525 days without a work related accident leading to an injury.

Rate Case Update

Last September, the Company filed for a rate increase with the New York State Public Service Commission. Any changes to rates, if approved would be effective this fall. Two public statement hearings will be held on Wednesday, June 11th at 1:00 p.m. in Ogdensburg (City Council Chambers, 330 Ford Street) and 7:00 p.m. in Massena (Town Hall, F-2 Auditorium). The hearings will be open for at least one hour and will continue until all persons who wish to comment have been heard or other reasonable arrangements are made.

Meter Changes

St. Lawrence Gas, in its agreement with the New York State Public Service Commission, must exchange all meters that are 20 years old. In addition, the Company must exchange a random sample of other meter types to test their accuracy. Any meter exchange we perform will require access into your home to relight gas pilots.

Budget Billing Plan

The folks at St. Lawrence Gas would like to invite you to consider our Budget Billing Plan for this coming fall. It's easy and convenient. You are billed the same amount each month, with periodic adjustments if necessary. You will know ahead of time what you will be billed each month AND you can avoid the big heating



bills that come right after the holidays, when gas use is typically at its highest. Call us today at one of the numbers on the front of the Pipeline to tell us you want Budget Billing this fall. That's all there is to it. No forms to sign. Our friendly representatives will calculate your Budget amount and answer any questions that you may have.

Billing Information

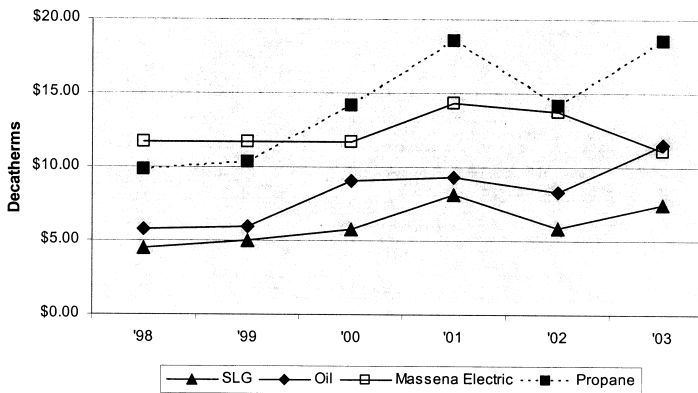
Winter is Over!

Wondering why your gas bills were so high this past winter? This winter was the coldest in last 30 years, based on the statistics the Company keeps. In contrast, the prior winter was the warmest in the last 30 years. We had 32 days of below zero temperatures during January and February of this year versus only eight for a similar period the

year before. A comparison of the average temperature during these two months was 24 degrees Fahrenheit last year vs. 9 degrees this year. The difference in temperature from last year to this year is a primary reason for the increase in your gas bills over the winter.

Natural Gas: the Price Advantage

Five Year Comparison of Fuel Rates for April



The price for any type of fuel will fluctuate over time. Despite these fluctuations, natural gas distributed by St. Lawrence Gas has been less expensive than any other fuel distributed in our service territory. The chart to the left highlights this price advantage, even when compared to the inexpensive electricity provided by Massena Electric:

Construction Projects

Call Before You Dig



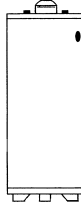
Are you planning to fence or landscape property, dig a garden, excavate a patio or swimming pool area, or add a room to a house? Digging in the wrong spot could cut off essential services not just to one home but to an

entire community. Damage to our gas lines can create a hazard to you and others. Before you start digging, call Dig Safely New York at least 48 hours in advance to arrange for free underground pipe location at your site. Dig Safely New York will also notify telephone, electric, cable TV and water and sewer utilities for location of their facilities. The toll free number is: 1-800-962-7962

Energy Savings

Hot Water Heaters

About 25-30% of water used in your home goes for heating water. Water Heaters consume much of their energy just to keep a supply of hot water ready and waiting in the tank. The heat gradually leaks out of the tank until the heater turns on again to heat the water back up. Reducing your water use in general saves energy and saves you money. If your water heater is more than 10 years old, it probably has an efficiency rate no higher than 50%. Here are some tips to help you trim energy use in your home:



- Insulate your hot water pipes to minimize heat loss
- Lowering the temperature of your hot water heater to 120-130° can reduce gas use by up to 2%
- Run dishwashers and washing machines with full loads. Rinse clothes in cold water and use the energy-saver cycle on your dish washer
- Install "low flow" plumbing fixtures
- Replace your old water heater with a new, higher efficiency model

Safety Tips

Check Your Barbecue

Start this spring with a clean barbecue! Critters may have taken up residence in your barbecue, so before you actually start the grill, be sure to check the metal tube under the burner(s) for spiderwebs, earwigs, nests and other debris that could block gas flow, causing a fire. Check your manufacturer's instructions to see if your barbecue has "spider guards" to prevent this problem. If your appliance does not have "spider guards", you should check and clean the metal tube under each burner throughout the season. Before cleaning gets under-

way, take a minute to either turn off or disconnect the barbecue. Then, use a small flexible brush to clean the tube out. Using a thin wire, gently probe into the burner holes, or ports. Be gentle with models that have built-in "spider guards"-a wire or brush could damage them. If you have a natural gas barbecue with a snap-in, snap-out coupler, or quick disconnect, make sure the connection is secure before turning your barbecue on.

