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St. Lawrence Gas

An  ENBRIDGE Company

May 2005

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

Construction Projects

It's the Law! Call Before You Dig!

Spring is a great time to start those outdoor projects, a new deck, some landscaping, maybe a fence. Keep in mind that many underground utilities supply your home or business with power, heat, water, and telecommunications. These facilities are not buried as deep as you may think.

Dig Safely New York is your one-call source for buried facility stake out requests. **Call at least 2, but not more than 10, working days before starting** (not including the date of the call). You, or your contractor if you are hiring the work done, are responsible for

making the call to **1-800-962-7962**. Do not dig before your selected starting date. Confirm that all utilities have marked their facilities or given you notice that their facilities do not exist in the area. Be sure stakes, flags, or paint have not been altered and dig with care. Use hand tools within two feet of markings.

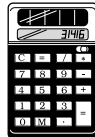
For more information visit Dig Safely's website at www.digsafelynewyork.com



Miscellaneous Information

Prepare Now For Next Winter

With the worst of winter behind us, we'd all like to forget about heating for a while, yet summer is an ideal time to take a hard look at your home's energy efficiency. If you live outside of Massena Electric's service area and you own your home or own a 1 - 4 family building, you may be eligible for incentives from New York Energy Smart (NYSERDA). For a fully deductible testing fee a participating Building Performance Institute certified contractor can show you ways to improve the efficiency of your home and save money. For more information, call your North Country Energy Smart Communities Coordinator, Ann Heidenreich, at 379-9466 or call 1-877-NY-SMART (1-877-697-6278)



Pool Heaters Extend Your Fun!

Pools are great fun for the whole family. When you consider the investment in a pool and our short summers, it makes sense to extend the season by install-

ing a pool heater. Natural gas pool heaters operate at a lower cost than electric, oil, or propane heaters. Your local contractor can install a gas line underground to your heater by following the guidelines on our website at www.stlawrencegas.com/home.shtml?page=pipe or call our office for a copy.

Customer Surveys

If you have had recent contact with St. Lawrence Gas Co. you may get a call from Research Dynamics asking you to participate in a telephone survey. As your Local Distribution Company (LDC) for natural gas, St. Lawrence Gas strives to provide you with safe, uninterrupted service, and provide accurate information about your account and natural gas in general. Please take a few minutes to discuss your experience with the surveyor. The results are sent to us and give us insight into areas that may need improvement, or areas that we are doing well.



Billing Information

Budget Billing for Sept. '05 through Aug. '06

An equal billing plan, or budget, makes it easier to handle energy costs by spreading charges over a 12 month period. If you are not currently a budget customer but would like the convenience of equal billing, you must call our billing department at 769-3516 or 1-800-454-2201 and dial "3" at the prompt.

If you are already a budget customer, you don't need to do anything to be on the budget for the next heating season. Your August 2005 bill will either have a credit

balance to start the new budget year or will reflect the amount due to settle all charges for gas used through August 2005.

For both new and existing budget customers, we will calculate the amount of gas used during the last 12 months. Using our best estimate for the cost of gas in the coming year, we will arrive at a new budget amount starting in September 2005.

Phone System

Phone System Changes

Our phone system has undergone changes due to the separation of St. Lawrence Gas and our subsidiary, Enbridge Services. Some customers have not noticed these changes and are misdirecting their calls for billing assistance. When calling our office, if you know your party's extension you can dial it at any time. Employee phone extensions are a three digit number. Otherwise:

Press 1 for Emergency calls, such as reporting an odor of gas, carbon monoxide alarms, etc. (NO CHANGE)

Press 2 for Sales calls to request construction of a new underground gas service line or gas main. Please refer to the yellow pages of your phone directory for

heating contractors to install gas piping beyond our meter. (NEW)

Press 3 for Customer Service to call in a meter reading and avoid an estimated bill, to discuss payment arrangements for your gas account, to schedule your gas service to be turned off or turned on, to go on or off budget billing, and for any other billing inquiries. (NEW)

Our phone numbers are:

Emergency calls: 769-3511, 322-5781 or 1-800-673-3301 (after hours will be answered by STAT Communications)

All other calls: 769-3516, 322-5782 or 1-800-454-2201

Natural Gas Benefits

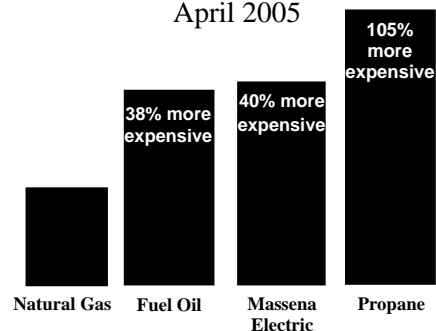
Use Gas for More Than Heat and Hot Water

Natural gas is a versatile fuel that can be used for many purposes around the house you may not have thought of. We all know that gas is more economical than electricity, fuel oil, or propane for heat and hot water. The same savings apply to clothes drying, pool heaters, BBQ grills and kitchen ranges. If you've got a large family and it seems like the laundry is never caught up, imagine the savings in time and money by replacing your electric clothes dryer with a gas clothes dryer. Once you've invested in a pool, why not extend the season with a pool heater? Never run out of gas again in the middle of a BBQ when you switch to natural gas!

Natural Gas vs Other Energy Sources

Residential price per mmbtu

April 2005



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