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St. Lawrence Gas

An  ENBRIDGE Company

Spring 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

Call Before you Dig

The utilities that supply your gas, electric, water, telephone, and/or cable, often deliver their service underground. Whenever you dig or excavate on your property, for any purpose, you are required to call a not-for-profit organization called Dig Safely New York. With just one call, your local utility must locate or stake out and mark the location of their facilities. Each utility will have two full working days notice, but no more than ten, to do their work.



You cannot start any digging until all utilities have either marked their facilities or given you notification that their facilities do not exist in the area. Once you begin excavation, be careful within two feet of any paint, stakes, or flags that mark the location of your utilities. Any digging within two feet must be done with hand tools. Excavation includes, but is not limited to:

- drilling
- digging
- dredging
- demolition
- ditching
- grading
- tunneling
- boring holes for percolation tests
- cable or pipe plowing
- post hole digging (mailbox, e.g.)
- setting poles
- augering
- trenching
- razing
- wrecking
- scraping
- fencing

CALL 800-962-7962 before you dig, 7:00 am to 5:00 pm, Monday through Friday, and emergency calls, 24 hours a day, seven days a week. Be prepared to give your name, address, contact information, and site information. Your call should only take a couple of minutes. You will be given a request number that is proof of your call as a reference. There is **no charge** for this service to either you or your contractor.

Don't Hang Up!

St. Lawrence Gas strives to deliver the safe, reliable, and prompt service our customers expect and deserve. An independent Company, called GfK Research Dynamics, Inc. has been hired to survey customers who have had contact with us each month.

While we understand that many customers are unhappy about the rise in energy costs, we know that most also understand that utilities do not determine the cost of energy and in fact all energy prices including oil, propane and electricity have also increased. The survey is not asking about the cost of natural gas. What we are asking you about is the things we do and can control as your natural gas company.



Are we providing reliable service? Have you experienced any service interruptions or supply problems? Did we install your new gas line by the date agreed, and did we do a good job of cleaning up? Was your question to one of our call center representatives answered accurately and courteously? Did we turn on/off your service on the date requested and at the appointed time? Did we promptly respond to any safety issues brought to our attention?

Please take the time to answer our surveyors' questions if you receive a call. Your answers will help us identify our strengths and weaknesses and to provide you with the service you deserve.

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 Service 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.

New look to your bills

St. Lawrence Gas will be implementing a new billing system within the next month. The system will enable us to handle billing for ESCOs (Energy Service Companies) as they begin aggregating our customers for the sale of the gas supply portion of the

bill. Along with programming changes to our billing system, the printed bill you receive will have a new look. We hope you find it easy to read and understand.

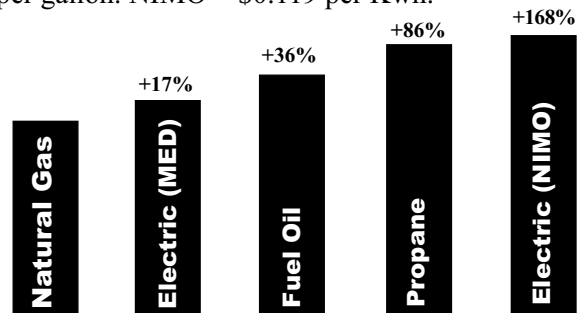
Natural Gas Is Still Your Best Energy Value

This past winter the price of energy was much higher than it has been in previous years. Energy prices are all somewhat related. As a customer of St. Lawrence Gas you probably noticed that the price you paid for natural gas this past winter had increased over previous years prices. What you might not realize is the fact that the price you would have paid for an alternate form of energy has also increased. There are many different factors that can affect how much you pay for energy but our calculations show that natural gas is still the least expensive fuel source.

An average residential heating customer who used 832 therms of energy this past winter (November through March) would have paid energy rates that

were between 17% and 168% higher than they paid as a St. Lawrence Gas customer.

This chart is based on the following average rates. Natural Gas = \$1.30 per therm. MED = \$0.052 per Kwh. Fuel Oil = \$2.45 per gallon. Propane = \$2.23 per gallon. NIMO = \$0.119 per Kwh.



Based on 832 therms

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