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St. Lawrence Gas

An **ENBRIDGE** Company

Fall of 2009

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

ENERGY EFFICIENCY PROGRAM

On April 9, 2009 the NYS Public Service Commission announced to the public that all NYS natural gas utilities would be offering rebates to customers who choose to install high efficiency heating equipment. St. Lawrence Gas is participating in the Energy Efficiency Program (EEP). Rebates are available to residential customers who install furnaces with an AFUE rating of 90% or higher or boilers with an AFUE rating of 85% or higher subject to availability of funds. Applicants must not be receiving any financial incentives for the same project from NYSERDA. EEP funding for 2009 grants is exhausted but St. Lawrence Gas has petitioned the NYS PSC for additional grant monies for 2009 installations. A new rebate program will open in 2010 for qualifying equipment that is installed on or after January 1, 2010. For details, contact your heating contractor or call St. Lawrence Gas and speak to Phil St. Amand at 842-3617.



Energy Efficiency Plan Rebates	
Qualifying Equipment	Rebate
Natural Gas Furnace AFUE ≥ 90	\$200
Natural Gas Furnace AFUE ≥ 92 w ECM	\$400
Natural Gas Furnace AFUE ≥ 94 w ECM	\$600
Natural Gas Water Boiler AFUE ≥ 85	\$500
Natural Gas Water Boiler AFUE ≥ 90	\$1000
Natural Gas Steam Boiler AFUE ≥ 82	\$500
Boiler Reset Control	\$100
Indirect Water Heater (w qualifying boiler)	\$300
Programmable Thermostat*	\$25

AFUE – Annual Fuel Utilization Efficiency

ECM – Electronically Controlled Motor

* Installed by a contractor at the time of furnace or boiler replacement

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.

TIME FOR A TUNE UP



Your furnace works hard year after year to provide comfort during our long winter months. Regular maintenance will help prevent the inconvenience of a no-heat call in winter and keep your system operating at peak efficiency for fuel savings. Problems can be identified early and corrected before the need for heat arises again. Contact your heating contractor now for an appointment.

MAKE THE RIGHT ENERGY CHOICE

Did you know that more U.S. homes are heated with natural gas than any other single fuel? Natural gas also remains the dominant choice for new construction. Modern natural gas equipment can achieve efficiencies well over 90%. Using natural gas for heat is more efficient overall than electric heat because of losses that occur at the generating facility and over transmission lines. Gas prices from St.

Lawrence Gas are competitive even with municipal electric systems. As oil prices drop, so too has natural gas. The September price of natural gas from St. Lawrence Gas was equivalent to \$1.21 per gallon of fuel oil. Looking forward to next winter, we expect that natural gas will continue to be your best energy value.

CO POISONING



According to the Consumer Product Safety Administration, there are on average about 170 non-automobile related carbon monoxide deaths in the US each year. Carbon Monoxide is a colorless, odorless gas that is produced as a result of the incomplete combustion of a fuel such as natural gas, oil, or propane.

Symptoms

A person exposed to carbon monoxide may complain of dizziness, headache, nausea, fatigue and other symptoms similar to those associated with the flu. The severity of the symptoms will vary, depending on the person's age and general health, level of physical activity, and the duration and concentration of exposure. In very severe cases, CO poisoning can be fatal.

Prevention

A few common sense precautions can greatly reduce the risk of CO poisoning in the home:

- Never operate vehicles or emergency generators in an enclosed area, such as a garage.

- Keep vents and chimneys clear of blockages.
- Never operate charcoal grills, portable gas grills or similar equipment inside a home, garage or other enclosed area.
- Never use a gas range, oven or clothes dryer for heating.
- Have space and water heating equipment inspected regularly by a qualified technician.
- If an additional measure of protection is desired, consumers may wish to purchase a CO detector, which should be certified to the national standard for CO detectors.

What to do if you suspect CO in your home or business

Call your fuel supplier and explain why you think carbon monoxide may be present and ask for an investigation. If someone has been overcome, get them to fresh air and call 911 immediately. Turn off fuel burning appliances and ventilate the house.

Where to Pay

Since November 17, 2008 St. Lawrence Gas has no cashier/receptionist at the Massena office. Natural gas payments can be made by mail or at one of our collection boxes located at the Massena Town Hall, Ogdensburg Commerce Park, or in the night deposit box at our

PAYMENTS

33 Stearns St., Massena office. We suggest that customers pay by check or money order rather than dropping cash in a collection box. Customers may also pay at any Kinney Drugs store in St. Lawrence County. Please provide your account number to Kinney personnel when making payment. There is a nominal fee for the transaction



PAYMENT ASSISTANCE PROGRAMS

HEAP

The 2009-2010 Home Energy Assistance Program (HEAP) will begin on Monday November 2. More households will qualify this year because of higher income limits. Visit www.mybenefits.ny.gov to see what types of programs you may be eligible for. If you are having difficulty managing your heating costs, contact the HEAP office to apply. Customers who have had their service disconnected due to non-payment or are in danger of disconnection may also qualify for an emergency HEAP benefit in addition to regular benefits. HEAP phone numbers are 379-2303, 379-2373, 379-2116, and 379-2342.

Deferred Payment Arrangements

The Home Energy Fair Practices Act provides consumer protections that may help you avoid termination of service if you have fallen be-

hind in your payments. Utilities must offer the customer an opportunity to pay their arrears balance over time when the customer agrees to pay all future charges in full and on time. The monthly payments on the arrears balance will be based on the customer's ability to pay after taking a financial statement from the customer. This is called a Deferred Payment Arrangement, or DPA. A customer who adheres to the terms will not be disconnected.

Other Assistance

Customers facing financial difficulties may also apply for assistance from the New York State Office of Temporary and Disability Assistance, and local social service agencies such as the Salvation Army, Catholic Charities, and Neighborhood Centers. Family members are also encouraged to help one another.

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