

St. Lawrence Gas

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NEWS RELEASE

St. Lawrence Gas Reminds Customers to Keep Meter, Regulator and Vents Clear of Snow and Ice

MASSENA, March 7, 2008 – As a winter storm approaches northern New York, St. Lawrence Gas reminds residents and businesses to keep snow and ice from building up and covering outdoor natural gas meters and pressure regulators as well as from blocking appliance vents.

“Throughout the winter, and particularly after a storm, it is important that customers check their natural gas meter, pressure regulator and appliance vents to ensure they are clear of snow and ice,” says St. Lawrence Gas President Cathy Hanlon. “Snow and ice should be gently cleared from natural gas equipment and vents.”

Meter and Regulator Safety

Customers should check their gas meter equipment regularly to ensure there is no build-up of ice or snow. Use a broom to gently clear snow or ice around the meter. Don't shovel snow up against gas meters or piping. Don't kick or hit the gas meter, pressure regulator or piping to free snow or ice.

Also, be careful when using shovels, plows or snowblowers near the gas meter equipment.

Melting snow from a roof, drifting snow, freezing rain or water leaking from an eaves trough can cause an icy build-up. This build-up could interrupt your gas service or cause an appliance to malfunction, which may create a hazardous condition. Always keep eaves troughs in good repair and fix leaky seams in eaves troughs or down spouts. Don't allow water to drip onto the gas meter equipment.

Vent Safety

Vents installed through an outside wall are used to intake air and output exhaust to support the safe operation of your natural gas equipment.

Snow and ice can impact the proper functioning of vents. If an exhaust vent is blocked or clogged and unable to vent exhaust, a pressure switch will automatically be activated resulting in the appliance being shut down (i.e. furnaces, fireplaces, water heaters). If snow or ice is blocking your furnace vent or water heater vent, your pressure switch may be activated, resulting in loss of heat.

To ensure proper functioning of your natural gas equipment and as a safety precaution, vents should be gently cleared of any snow or ice. Do not use sharp objects or apply force as this may disconnect or damage venting. Use a broom or a brush to gently remove blockage and ensure that the area remains clear of snow or ice.

If you need assistance clearing vents, you should contact your heating contractor. If you do not have one, you can look one up in the yellow pages under Heating Contractors.

If you see ice build-up and suspect there is a problem, call St. Lawrence Gas immediately at 1-800-673-3301 or 315-769-3511 in Massena, Madrid, Norfolk, Raymondville and Waddington or 315-322-5781 in Canton, Lisbon, Ogdensburg and Potsdam for free emergency response. We are available 24 hours a day, 7 days a week.

Additional information is available from St. Lawrence Gas at the numbers above or by visiting www.stlawrencegas.com.

St. Lawrence Gas is owned by Enbridge Gas Distribution, Canada's largest natural gas distribution company. Enbridge Gas Distribution is owned by Enbridge Inc., a Canadian-based leader in energy transportation and distribution. As a distributor of energy, Enbridge owns and operates distribution services in Ontario, which distributes natural gas to more than 1.8 million customers in Ontario, New York State, New Brunswick and southwestern Quebec.

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