



Pipeline Newsletter May 2018
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Safety.

We have PROUDLY worked 2023 days without a LOST TIME ACCIDENT as of April 20, 2018. Safety is no accident. Enbridge St. Lawrence Gas is absolutely committed to providing a safe environment for its employees and customers. We provide comprehensive training to prepare employees for their job functions. Supervisors conduct safety meetings on a regular basis and discuss topics that are relevant for both work and home. The Company also uses a Joint Environmental Health and Safety Committee (JEHSC) to monitor safety related issues.

How are we keeping YOU safe?

Odorant is added to natural gas, which has no odor, so that in the event of a leak it will be noticed by the “rotten egg” smell. If you suspect a gas leak never hesitate to call. There is never a charge for an investigation.

Excess Flow Valves are installed on many services which will shut off the flow of gas if a service line is ruptured for any reason.

Protection of Underground Facilities. Enbridge St. Lawrence Gas is a member of the Dig Safely NY coalition. We regularly promote the message via bill stuffers, radio communication and newspapers that before any ground disturbance is undertaken, NYS law requires you **call 811** and have all underground utilities located and marked.

Cross Bored Sewer Investigations. Enbridge St. Lawrence Gas has undertaken a comprehensive look at all gas services that may have crossed sewer lines and have eliminated any concerns. We regularly advise plumbers to call us before using root cutters and we will again check to see that it is safe to use the equipment. If in doubt, a crew would be dispatched to open cut the area and do a visual inspection of the installation. Before a new gas line is installed, the location of the customer’s sewer is determined to be clear of our construction. Our customers receive notices frequently during the year with the gas bill.

CO and Smoke Detectors End of Life

On Sunday March 11, the clock leapt forward and you changed your smoke and CO detector batteries – GREAT!! Did you know that your CO and smoke detectors also may need replacing? Most carbon-monoxide (CO) alarms are backed by a five- to seven-year warranty, but they typically emit a chirping or signal when they’re nearing the end of their useful life. This signal differs from the one that indicates a low battery. In a survey, when asked how often they should replace smoke alarms, 90 percent did not select the correct

answer, which is once every 10 years. Working smoke alarms reduce, by half, the risk of dying in a home fire. A smoke alarm's age can be determined by looking on the back or side of the smoke alarm, where the date of manufacture can be found. Smoke alarms should be replaced 10 years from that date (not the date of purchase or installation). In addition, smoke alarms should be tested monthly.

Call in your reading.

Enbridge St. Lawrence Gas estimates meter readings every other month. If a customer maintains the same heating habits month to month we are able to produce an accurate estimated reading. Customers always have the option of calling in their own reading when an estimate is scheduled. We will use your reading if it looks in line with past consumption. How do you know if your next reading will be an estimate? Just look at the top portion of your bill for a line that says NEXT READ DATE. If it says "estimated" you can read your meter on that date and call our billing department at 315-769-3516. Press "2" when prompted. Provide your name, address, your meter reading, the date you read your meter, and if you know it, your meter number. Each meter has metal tag on the meter itself with our Company meter number. You may also report your meter reading by going to our website at http://www.stlawrencegas.com/forms/record_a_meter_reading

Policy on gas to outbuildings.

We are frequently asked to install gas lines to pool heaters, garages, BBQ grills and other outbuildings. Please remember that all gas piping downstream of the meter belongs to the customer and is not a utility line. If you would like an estimate to have a gas line installed from your house meter to another structure, we will refer you to a qualified contractor. We require a good description of the location of these lines, and there must be tracer wire installed. We are responsible for surveying underground gas lines for signs of leaks whether they are ours or the customer's. Under certain circumstances we will provide a utility owned gas line and a new meter to an outbuilding. Consult a sales representative for details.

Budget reviews.

The winter of 2017-2018 has been a more normal winter pattern than we have seen in the last two years. As a result, some customers who are on our equal billing plan (budget billing) may see an adjustment to their monthly payment. The goal is to have your payments to August 2018 cover all your gas charges for the budget year. We want to spread out any deficiency over the next few months to avoid sending you a larger-than-expected bill in August. Rest assured that the total amount billed to a budget billing customer over the year is no different than if he/she was not on the budget.

