



HEAP Clean and Tune Benefit

Eligible households can receive energy efficiency services, which includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper and efficient operation of the heating equipment. Benefit amounts are based on the actual cost incurred to provide clean and tune services, up to a maximum of \$400. No additional HEAP cash benefits are available.

You may be eligible for a benefit if you are the homeowner and; your household's gross monthly income is at or below the 2018-2019 HEAP Monthly Income Limits and your primary heating equipment is more than 12 months old, and your primary heating equipment or chimney has not been cleaned within the last 12 months and you do not have a service contract with your vendor that includes clean and tune services.

Your eligibility requirements include filing an application with your local department of social services, providing all necessary documentation, and the household must reside in an eligible living situation.

Emergency HEAP is Open Through March 15

Emergency HEAP is now open through March 15th. If you are eligible, the Emergency HEAP Benefit can help you heat your home if you are in a heat or heat related emergency. Emergency HEAP benefits and eligibility are based on income, available resources, and the type of emergency. You may be eligible for an emergency HEAP benefit if your electricity is necessary for your heating system or thermostat to work and is either shut-off or scheduled to be shut off or your natural gas heat is off or scheduled to be shut-off.

If you have an emergency, you must contact your HEAP Local District Contact for assistance. Customers in St. Lawrence County contact the St Lawrence County Department of Social Services, 6 Judson Street Canton, NY 13617. Phone: (315) 379-2303.

In Lewis County, contact Lewis County Department of Social Services, 5274 Outer Stowe Street, Lowville, NY 13367. Phone: (315) 376-5400

In Franklin County contact Franklin County Department of Social Services, 184 Finney Blvd., Malone, NY 12953. Phone: (518) 481-1807

New Rules Regarding Smoke Detectors

A new law in NYS says that starting April 1, 2019 all businesses must sell smoke detectors that are either a 10-year, sealed, non-removable battery or hardwired detector. This does not mean that existing (replaceable) battery operated detectors must be replaced with the new models. According to the new law (General Business Law §399-ccc), the distribution, sale, offering for sale or importation of any solely battery operated (replaceable batteries like a 9-volt) is prohibited by law. All smoke detectors distributed, sold, offered to be sold or imported after April 1, 2019 must be hard wired or contain a 10-year non-removable and non-replaceable battery (sometimes referred to as a sealed battery). However, if after April 1, 2019 the smoke detector needs to be replaced prior to or as part of the sale or rental of property, it must be replaced with a smoke detector that complies with the new law. The exemption only applies to pre-existing solely battery-operated smoke detectors. Please keep in mind that the sensors in existing smoke detectors do wear out in time rendering the unit ineffective. It is highly recommended to replace smoke detectors that are over 10 years old.

Keep Meter Free of Ice and Snow

This winter please check your outside gas meter and regulator to make sure that no ice builds up on either. The gas regulator is a disc shaped device usually installed near the outside wall of your house in the piping connected to the gas meter.

Ice build-up around the meter and regulator can cause an uneven supply of natural gas to your appliances. Do not use sharp objects to remove the ice. If you notice a significant build up and are unable to safely remove the ice, please call Enbridge St. Lawrence Gas.

Meter Inspection Program

The New York State Public Service Commission mandates that we regularly and randomly exchange meters and bring them in for testing. About 350 meters will be exchanged under the program this year. Enbridge St. Lawrence Gas will perform these exchanges in a manner so as not to interrupt service for an extended time. If your gas service is selected, you will be notified and asked to make an appointment for the exchange. Because the selection process is random, it is possible that customers who had an exchange last year could be chosen again this year. Enbridge St. Lawrence Gas appreciates your patience and understanding as we comply with this regulatory requirement.

2018-2019 Winter Price Update

Annualized Residential Gas Cost for 1 Decatherm (10 Therms) of Natural Gas			
January 2016	January 2017	January 2018	January 2019
\$10.98	\$11.27	\$11.49	\$11.29
	+ 2.64% vs 2016	+ 1.95% vs 2017	-1.77% vs 2018

Enbridge St. Lawrence Gas uses a diversified supply portfolio to help protect our customers from large market price swings throughout the winter. Since a portion of the portfolio is directly tied to the market price of gas, today's lower prices should benefit our customers. However, the final cost will depend largely on the weather. Even with the current decrease in the price of natural gas it is still very important to use your energy wisely. Enbridge St. Lawrence Gas therefore continues to recommend that our customers follow energy conservation tips to help offset your winter heating costs. Set thermostats back even a few degrees to save on energy use. Install programmable thermostats. Have your heating system professionally cleaned and maintained and change your furnace filter monthly during the heating season, or wash a permanent filter.

Space Heater Safety

In an effort to minimize heating costs, some customers will try zone heating with the use space heaters. A space heater is a self-contained, free standing air heating appliance intended for installation in the space being heated and not intended for duct connection and may use electricity, gas, or oil/kerosene.

Customers should be aware of the hazards associated with space heaters including fires and burns caused by close proximity to the flame, heating element, or hot surface area; fires and explosions caused by flammable vapors and faulty wiring; indoor air pollution from improper venting or incomplete combustion and Carbon Monoxide poisoning caused by improper venting of fuel burning equipment.

For your safety, select a heater which has been certified by a nationally recognized testing laboratory such as UL. Choose a heater of the correct size and which has guard around the heating element. Read and follow the manufacturer's operating instructions and make sure all family members are familiar with the proper operation of the heater. Keep heaters at least 3 feet away from furniture, bedding, drapes, and other flammables. Never leave a space heater on when you go to sleep or leave the area for extended times, and never operate a defective heater.

