

# NATURAL GAS Online

The Service You Need, When You Need It

Special Print Edition

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## A special edition newsletter prepared for you.

It is our pleasure to provide you this special complimentary print edition of Natural Gas Online.

Natural Gas Online is a popular and informative online newsletter from Bay State Gas and Northern Utilities (BSG/NU). We currently serve over 335,000 commercial, industrial and residential customers in Massachusetts, Maine and New Hampshire, and are committed to providing our customers safe, reliable natural gas service.

While Natural Gas Online was developed as an electronic publication, we felt it was important enough to provide this print edition to our business customers for whom we have limited email information.

Natural Gas Online keeps its finger on the pulse of the ever-changing energy marketplace. It provides our Commercial and Industrial customers information on the latest in products, services, as well as company policies and procedures. Please spend some time reviewing this issue and hopefully you will come away with new information you can use...today and in the future.

To receive future electronic editions of Natural Gas Online, please complete the enclosed form with your email address and fax it back to 603-436-9473 or call us at 1-877-427-4748.

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Heating both new and existing buildings with large open spaces can be an exercise in energy inefficiency. That's why the Cambridge Engineering S-Series Blow-Thru Space Heater is our new technology focus this issue. This exceptional heating system draws and heats fresh air, eliminating typical inside air quality problems encountered with traditional systems. Read on and discover how this system can provide your company 40% to 70% gains in heating efficiency.

### Success Stories - Pg. 3

At Permalin Products, they develop an ever-expanding line of durable and decorative cover materials for books, manuals, and packaging. When the company decided to expand its manufacturing facility, it purchased an existing warehouse location. Facilities Resource Manager, Glen Sullivan was faced with the

challenge of identifying and installing a new heating system for the facility. He consulted with Bay State Gas and discovered this innovative solution.

### Industry News - Pg. 4

The Northeast Gas Market has been active and unpredictable in recent months. Read about current supply/demand issues and the growing role of LNG to address market demand.

### Policies & Procedures - Pg. 5

Adding equipment to an existing natural gas meter or requesting a new gas meter? We have developed some easy to follow steps and our experienced sales representatives are ready to assist you. Read on to find out what you need to know about adding gas load without adding any headaches!

## Don't miss the next issue of Natural Gas Online.

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# NATURAL GAS

## New Technology

### Cambridge S-Series Blow-Thru Space Heater

The most energy efficient way to heat both new and existing buildings with large open spaces is the S-Series Blow-Thru Space Heater from Cambridge Engineering Inc.

This innovative design of a proven system application is a superior choice for efficient and effective heating of spaces such as: warehouses, distribution centers, manufacturing & assembly plants, indoor sports facilities, automobile dealership service bays, car washes, aircraft hangars, boat storage and other commercial/industrial facilities.

**Ideal installation specifications include the following:**

**Building Size:** 8,000 to over 3 million sq. ft. and ceiling heights to 100 ft.

**Ventilation:** With or without powered exhaust

**Projects:** New construction, plant expansions, rehab projects, HVAC upgrades and energy saving retrofits

**Can be applied as:**

- ▼ A unique induced rotating air system
- ▼ A perimeter heating system for larger facilities
- ▼ A push/pull system when mechanical exhaust is required
- ▼ An air neutralization or air pressurization system



The S-Series 'claim to fame' is enhanced comfort with improved indoor air quality. The high velocity discharge air from the S-Series Space Heater, provides large volumes of fresh, warm air flowing throughout the building which eliminates higher ceiling temperatures and uncomfortable drafts.

The S-Series Heater™ utilizes 100% fresh air to dilute contaminants generated within the building. This virtually eliminates air quality problems associated with infrared heaters or conventional air heating systems that just recirculate indoor air.

S-Series Blow-Thru™ Space Heaters are 40% to 70% more energy efficient than all other types of indirect and direct gas-fired systems used to heat/ventilate large commercial and industrial buildings.

For more information about this innovative and efficient heating system option, please contact your Bay State Gas account representative or visit [www.cambridge-eng.com](http://www.cambridge-eng.com).



## Success Stories

### Permalin Products - New location. Old system.

#### The heat is on!

Permalin Products is a privately held manufacturer and marketer of book cover, book spine and specialty paper materials for the publishing and printing industry.

In the fall of 2004, the company purchased an old Springfield, Massachusetts warehouse location to house the company's manufacturing facility. It was an exciting development for the company but also a challenge, particularly for Glen Sullivan, a twenty-year veteran of the company.

As facilities resource manager, Glen had the task of preparing the 140,000 square foot facility for the fast approaching heating season. "The building had an old oil fired boiler that had not been properly operated and maintained while the building was vacant, and that led to all sorts of problems, including pipes damaged by freezing," explained Glen. "It was clear we needed a new heating system. And we needed it fast."

Glen called Vic DeAngelo, his Bay State Gas Account Representative and the process was set in motion for the installation of a new, state of the art, high-efficiency natural gas heating system.

"Vic quickly assessed our needs and presented an excellent solution, the Bay State Gas, 'Partners in Energy' Program," said Glen. As part of the program, Vic brought in RISE Engineering, a subcontractor to the "Partners in Energy" Program. RISE conducted a complete energy assessment of the facility, the cost being completely paid for by Bay State Gas.

The engineers came back with a comprehensive solution that included the S-Series Blow-Thru Space Heaters from Cambridge Engineering Inc. (see "New Technology" in this issue of Natural Gas Online).



*A typical Cambridge S-Series Blow-Thru Space Heater rooftop installation*

The heating system, the installation costs, and even the installation of a new, energy efficient roof were eligible for a Bay State

Gas, "Partners in Energy" Program rebate. "The program was excellent. We dramatically upgraded our facility while projecting significant energy cost savings over time for the company. Vic and Bay State Gas helped us make a large investment in our facility that the company would be hard-pressed to do itself."

Because the Permalin facility was an open warehouse space that also contained four loading docks, the challenge was to efficiently heat the building 'evenly' even the dock areas. The S-Series heaters were the right choice for the job.

These heaters provided the best solution, offering an astonishing 90% efficiency. Plus, in contrast to other space heating options, the S-Series heaters draw fresh air from the outside. This helps to keep the air inside the facility cleaner, a real plus for a manufacturing environment. "The forced hot air design of the system also slightly pressurized the building, providing even heating throughout, especially in areas typically prone to being cold spots," said Glen.

Not only was the system an excellent decision for Permalin Products, the service provided by Bay State Gas was, in Glen's opinion, critical to the project's success. "We knew we needed the system shortly after we purchased the building mid-Fall. By early winter, at the peak of the heating season, Permalin Products was enjoying efficient, state of the art heat," said Glen. "We are very happy to have chosen Bay State Gas and the 'Partners in Energy' Program. Where timing was everything, it was a good fit."