

Please send completed form to:	Mail: Customer Relations Center, NYSEG, P.O. Box 5240, Binghamton NY 13902-5240 Fax: 607.762.4598 or 1.800.827.5947
NYSEG contact information:	Customer Relations Center , 1.800.572.1111, Monday through Friday, 7 a.m. to 7 p.m. Online at nyseg.com (click on Contact Us, then Write to NYSEG) by using our secure form

Service address: _____ Apt/#: _____

City: _____ State: _____ Zip: _____ Meter # (if available): _____

Owner or Agent of rental property: _____ Address: _____ Phone#: _____

Name of previous tenant: _____ Date utility service is to begin: _____
(Monday through Friday, Non-Holidays)

Customer mailing address (if different from service address): _____

Are you a student? Yes No If yes, where: _____

Student's permanent address: _____

Are you employed? Yes No If yes, where: _____

How long will you be needing service at this address? _____ Social Security #: _____

Have you ever had service with NYSEG? Yes No Drivers License #: _____

Home phone #: _____ Work/Other phone#: _____

Other adults responsible for this account: _____

Permanent address: _____

Please choose one of our monthly billing services: Budget Billing Customer Meter Reading-Phone Reminder
Customer Meter Reading-Mail Reminder Interim Estimated Billing

(See page 2 for descriptions)

For electricity customers: Please choose one our Electricity Supply Choices: NYSEG-Fixed Price NYSEG-Variable
I will contact an ESCO No choice at this time, send enrollment kit

(See page 2 for descriptions)

I hereby certify the above information is accurate and correct to the best of my knowledge.

X _____
Customer Signature Date Phone #

Completion of this form does not guarantee service. You may be required to provide additional information and/or pay a deposit, which amounts to approximately two months electricity and/or natural gas usage. You can provide credit card information to be used if a deposit is necessary or, if credit card information is not provided; a NYSEG Customer Representative will notify you regarding the deposit amounts which you may need to pay prior to connecting your service.

Credit Card #: _____ Expiration Date: _____ (MasterCard Visa Discover

Name on Credit Card: _____

Third Party Notification Service: I (the applicant for service) request any notice of possible disconnection of my NYSEG utility service for nonpayment of bills also be mailed to:

(See page 2 for description)

Third party name: _____ Phone: _____

Mailing address: _____

This Third Party Notification will be mailed ONLY if the Customer and the Third Party sign this portion of the application.

X _____
Customer Signature Date Phone #

X _____
Third Party Signature Date Phone #

Relationship to the applicant for service: Friend Relative Owner or Agent of Rental Property
Other Describe: _____

NYSEG Monthly Billing Services:

- > **Budget Billing:** Spreads your energy costs evenly over 12 months. When you sign up, we'll calculate your yearly bill based on last year's electricity and/or natural gas use. We'll divide your yearly bill into 12 equal payments and send you a bill every month. Every three months we'll review your account and, if necessary, we'll adjust your monthly payment according to recent usage and energy prices. Each bill you receive will show a Budget Billing Summary, which displays your plan end month, current month's installment, actual charges since you started your budget year, budget amounts billed thus far and the difference between your actual charges and the budget amount billed. At the end of each budget billing year, your account will be reviewed once more. You may have a final "clean-up" payment that is larger than your usual monthly payment or your final payment may include a credit and be smaller than usual. You'll be able to track your payments versus energy use in the Budget Billing Summary we include on your bill each month.
- > **Customer Meter Reading (Phone or Mail Reminder):** Reading your NYSEG meter will be of interest if you prefer to be billed for your actual energy use and want to avoid estimated billing for the months when we are not reading your NYSEG meter, or if it's not convenient for you to provide access for our meter readers. When you send us your meter reading for the months we don't read the meter, you'll receive a bill based on your actual energy use. (If you read the meter, keep in mind we need periodic access to our meter to verify your readings and make sure the meter is working properly.) When you enroll in our **Customer Meter Reading Reminder Service** we'll notify you in advance by either **Phone** or **Mail** when the meter reading is due. You can provide your readings by:
 - >> Using our online meter reading form at nyseg.com.
 - >> Using our Meter Read Reminder Postcard we send you by mail. Fill out the postcard and return it via U.S. Mail.
 - >> Using our Automated Services Line at 1.800.600.2275.
- > **Interim Estimated Billing:** We read most meters every other month. On the months we don't read the meter or it is inconvenient for you to provide access to meter, we send an estimated bill. Estimated bills are based on the amount of energy used for a similar period the previous year. Any difference between actual and estimated use is corrected the next time NYSEG reads the meter.

NYSEG Payment Services and Options (For more information visit nyseg.com or call 1.800.572.1111):

- > **Paper-Free e-Billing:** Schedule automatic payments, make a monthly payment, and view up to 13 months of billing history at nyseg.com. Help the environment by selecting this paperless form of bill payment.
- > **Make an e-Payment:** Make an online payment at nyseg.com and still receive your paper bill every month.
- > **Electronic Funds Transfer:** Enroll in EFT and we can automatically deduct your NYSEG payment from your checking account.
- > **Pay in Person:** Bring your payment to a pay agent (nearly 1,000 locations) or use our drop box at one of our 13 office locations.
- > **Pay by Mail:** Billing, P.O. Box 5600, Ithaca, NY 14852-5600

Electricity Supply Choices: NYSEG electricity and natural gas customers can purchase energy from NYSEG or one of many other suppliers, also known as energy services companies or ESCOs. Electricity customers can buy electricity **supply** from NYSEG at *fixed* or *variable* prices or from an ESCO. If you do not make a choice when service is requested, you will have 60 days from when your service was turned on to select your electricity supply pricing option. If we do not receive your pricing selection by the end of the 60 days, the account will be billed at the applicable NYSEG Default Supply Option rate. **Natural gas customers** have the opportunity to purchase natural gas **supply** either from NYSEG or from an ESCO. For more information on these choices visit nyseg.com.

Questions and Answers Regarding Residential Security Deposit:

What is a security deposit? A security deposit is a customer's money held by NYSEG as a security for payment of unpaid bills. The Public Service Law authorizes utilities to collect deposits as a condition of providing electricity and/or natural gas service to customers. Public Service Commission (PSC) rules and regulations regarding security deposits are set forth in Part 11, Section 11.12 and in Parts 90 (Electric) and 225 (Gas) of Title 16 of the New York Code of Rules and Regulations.

What amount of deposit may be required? The amount may not exceed two times the average monthly bill for a calendar year, except in the case of electricity or natural gas space heating customers, where deposits may not exceed two times the average monthly bills for the heating season.

When may a new applicant be required to pay a deposit? A deposit may be required from anyone considered a short-term customer, i.e., a person requiring service for less than one year.

Is interest paid on deposits? Yes. Simple interest as a rate specified by the PSC is calculated annually and appears as a credit on the bill.

When are deposits refunded? Deposits (plus interest) are refunded or credited to customers who have paid their bills in full and on time for one year.

If you have questions about security deposit, contact your nearest NYSEG customer service office. Security Deposits rules and regulations can be reviewed at any NYSEG customer service office during regular business hours.

Third Party Notification Service: *As the NYSEG customer of record* - If circumstances make it difficult for you to keep track of your NYSEG account, you can designate a friend, relative, or other as a third party contact to receive a notice from us whenever your service is at risk of being terminated.

As an owner or agent of rental property - If you are concerned about a tenant's potential termination of service, you may wish to ask your tenant to enroll in our Third Party Notification service, naming you as a third party contact.

When named as a Third Party contact - You, the third party, would receive a copy of any reminder or termination notices sent to the NYSEG customer of record, and if desired, you could take action to protect the property. You would not be financially obligated for the past-due amount.