



July 2011

EnergyLines

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Want a Reminder When a Meter Reading is Due?

You can provide us with a meter reading for the months when you would normally be billed based on an estimated read. Enroll in our Meter Read Reminder Service at nyseg.com (click on "Your Account," then "Reading Your Meter" and then on "Reading Reminders"). You can choose to receive an e-mail or phone reminder. The e-mail reminder includes links to enter a reading online, update the meter read reminder e-mail address or to contact us.

You can provide your meter readings:

- **Online at nyseg.com**, click on "Your Account" and then on "Submit a Meter Reading."
- **By telephone** using our self service line at **1.800.600.2275**.
- **By e-mail** – Take a photo of the meter(s) and e-mail an electronic image to custserv@nyseg.com. Please put your meter number(s) in your e-mail subject line.



Customers Save Big With NYSEG Energy Efficiency Programs

Our energy efficiency programs have helped thousands of our residential and business customers reduce their energy bills and the carbon dioxide emissions associated with using less energy.

Program participants will **save more than 386 million kilowatt-hours of electricity** and nearly **9.6 million dekatherms of natural gas** over the life of the energy efficient measures they have implemented. That is enough electricity to power more than 54,000 homes and enough natural gas to heat more than 99,500 homes for a year. The total carbon dioxide emissions avoided through the projected energy savings is the equivalent of taking 164,930 cars off the road.

How can you take advantage of this limited opportunity to save money and reduce your carbon footprint?

Visit nyseg.com/energyefficiencyprograms or call **1.800.995.9525**.

Our current programs include:

- **Home Refrigerator and Freezer Recycling** – Unplug and recycle your second refrigerator or freezer. We'll pick it up for free! You get \$30 and could save up to \$150 a year on your electricity bill.
- **Small Business** – Free energy assessments and incentives for 70% of the cost of recommended lighting upgrades.
- **Commercial and Industrial** – Rebates for installing qualified energy efficient equipment.
- **Multi-Family** – Free installation of compact fluorescent lights in up to six fixtures in each dwelling unit. Incentives covering up to 50% of the cost of common-area lighting upgrades.
- **Residential Natural Gas** – Rebates for installing qualifying natural gas equipment and related control equipment.



Pay Your Bill Your Way

Our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- **Enroll in our electronic funds transfer (EFT) service** and have your payments automatically deducted from your checking account 23 days after we mail your bill. Apply online at nyseg.com or use the form on the back of your bill payment stub.
- **Go paper-free with our e-Bill service** – save stamps, checks and paper. With NYSEG's e-Bill service your online bill is identical to a paper bill – same information, same format. You can combine EFT and e-Bill to ensure you *never* miss a payment.

Go paperfree
save time, save money
nyseg.com/online



Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe, thanks to the natural gas industry's diligence in maintaining, operating and monitoring the nation's vast transmission and distribution system.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Minor damage such as a gouge, scrape or dent to a pipeline or its coating may cause a leak or failure. To help us provide safe, reliable natural gas service:



- 1. Call before you dig.** Contractors are required by law – and all customers are strongly encouraged – to call Dig Safely New York (811 or 1.800.962.7962) two days but not more than 10 days prior to excavation work. One call provides notice to have underground utilities marked to help protect them – and ensure public safety – during excavation work. This service is **free**.
- 2. Call us at 1.800.572.1121** if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present.
- 3. Respect underground pipeline rights of way:** whether along a public street or on private property, certain activities could be restricted or prohibited. Check your deed or your municipality before planning any work (adding a storage shed, garage or pool) if you suspect it may infringe on a right of way.

Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.

Pipeline Markers Show the Way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.



Because many lines are not marked, it is critical that you contact Dig Safely New York by calling 811 or 1.800.962.7962 prior to any excavation.

Commitment to Safety

We work with industry groups to continually enhance natural gas pipeline safety. At the state level, we work with regulators to ensure the system's safe operation. And, as new technologies are developed in pipeline design, inspections and operations, we continue to invest in programs that allow for safe and reliable natural gas delivery.



We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.



Using Your Senses

A natural gas leak is usually recognized by smell, sight or sound.

SMELL >> Natural gas is colorless and odorless. For your safety, a distinctive odor, similar to rotten eggs, is added. Note: Not all natural gas in larger transmission lines is odorized.

SIGHT >> You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND >> You may hear an unusual noise like roaring, hissing or whistling.

Suspect a Natural Gas Leak Or Carbon Monoxide Problem?

Get up, get out and call us from a neighbor's phone at 1.800.572.1121. We'll respond quickly to make sure you and your family are safe.

- DO NOT smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on.