



EnergyLines

Pay bills online – nyseg.com/online

High Tech Eyes in the Sky Bring You Reliable Service


Every year, we do regular inspections of our transmission lines from the air to identify potential problems. Using high-tech, infrared scanning devices, we're able to locate trouble spots and check for any stresses on the system. We then make the necessary repairs *before* they cause a power outage.

Helicopter flying is an efficient way to do inspections, especially over rough New York terrain. We want our system to be in tip-top shape and we go to great heights to bring you the reliable service you need every day.



Daily Costs To Operate Everyday Appliances Using NYSEG Electricity




11¢
Watch cable TV


4¢
Microwave


2¢
Blow dry hair


56¢
Refrigerator/
freezer


12¢
Use computer/
monitor/speakers

NYSEG Electricity – A Great Value Every Day

While the costs of some consumer goods have increased over the last several years, your NYSEG electricity delivery rate has not changed since September 2012.

When you think of all the things you can do with electricity, perhaps unknowingly you're taking advantage of a great value every day when you flip a switch, plug in an appliance, use your computer and more.

NYSEG electricity daily costs to operate the above-noted appliances are based on an average residential customer monthly bill for 600 kilowatt-hours (kWh) of use and charged \$70 or 11.7 cents per kWh for both NYSEG supply and delivery services.

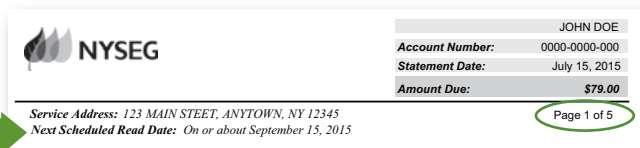
To learn more about the cost to operate various electrical appliances, visit nyseg.com and click on "Your Home," "Energy Library-Quick Links" and then on "Home Energy Use Guide."

Get Billed Based on Actual Energy Use

It's easy. Just be sure your NYSEG meter reader has access to the meter when we're scheduled to read the meter. You'll find the **on or about date of your next scheduled read on page 1 of your bill** (see bill sample below).

And remember, when we're reading your meter, please be sure that your pets are properly secured to avoid injury to our meter readers or to your pet.

If it's inconvenient for you to provide access, then consider sending us your meter readings. It's easy. Learn more by visiting nyseg.com and clicking on "Benefits of actual meter reads."



Look Up...Look Out and Call Before You Dig

Be aware of overhead and underground electric lines!

Look Up...Look Out!

When you or your contractor are working around your house, be aware that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.



Call 811 Before You Dig

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities (electric lines and natural gas lines) marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

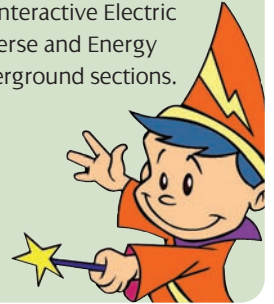


Contractors are required by state law to call *Dig Safely New York*. Homeowners who are planning digging projects are encouraged to call **811** or visit digsafelynewyork.com. Contact *Dig Safely New York* at least two working days (not counting the day you call) but not more than 10 working days before you plan to start your project. For more information, visit nyseg.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."

Energy Resources and Services for Educators, Parents and Kids

Energy resources and services are only a click away at nyseg.com – click on "Giving Back" and then on "In the Schools." There you'll find materials on energy-related topics and resources including our:

- Grrrr the Natural Gas Safety Bear coloring book and Watts the Wizard safety posters to print and color.
- Information about the power of electricity, through our interactive Electric Universe and Energy Underground sections.



Stay away from downed power lines and tell others to stay away. Even lines that appear "dead" can be deadly. Call us immediately at **1.800.572.1131** to report downed power lines.

If you or a member of your household relies on life-sustaining equipment don't wait, contact us now at **1.800.572.1111**.

Be Prepared for Storms

When a storm strikes, we're ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. (Cordless and digital phones may not work during a power interruption.)
- Store adequate supplies of water and non-perishable food.

For more tips and information, visit nyseg.com and click on "Outage Central."

If Your Power Is Interrupted:

- Check to see if your neighbor's power is out. If it isn't and you are able, double check your own circuit breakers or fuse box.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- To report an outage and get updated information, visit nyseg.com and click on "Outage Central" (**no app is needed**). If you don't have Internet access, call us at **1.800.572.1131**.

