

Energy *Lines*

February 2005



Cold weather brings higher energy bills

We sometimes forget just how much winter weather can affect how much energy we use – both electricity and natural gas. And increased energy use means higher seasonal bills.

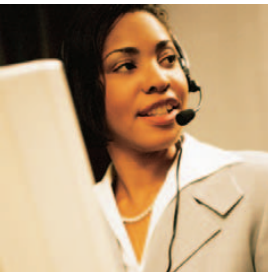


Winter Electricity Use: We use lights for longer periods, may use the oven more and probably watch more television during the winter months. Taken together over the five months of winter, these factors can add up to increased electricity use.



Winter Natural Gas Use: Natural gas heating customers know full well that natural gas use spikes in the winter, particularly in January and February. Increased use – combined with historically high market prices for the natural gas we buy for you – mean higher bills for all of us.

We know how frustrating higher seasonal bills can be. Here are some things to keep in mind as winter progresses:



- **Check out nyseg.com** and read our bill inserts for important information on how to use energy wisely. Some simple steps can go a long way.
- **Sign up for our Balanced Billing program.** This will enable you to spread your NYSEG energy costs evenly over 12 months.
- And, **if you're having trouble paying your NYSEG bills**, contact us at 1.888.315.1755. The sooner you call, the sooner we can work on a solution together.

Test your Energy IQ

How many gallons of hot water are wasted in a month from a faucet leaking one drop per second?

▶ Look for this symbol on the back to find the answer.



Emergency stand-by generator safety

Always follow manufacturer's instructions.

Always operate your generator outdoors.

Always properly ground your unit to prevent electrical shock.

Always turn off your main circuit breaker before starting your generator.

Always make sure all electrical connections comply with National Electric Code.

NEVER connect a generator to an existing wiring system without an automatic transfer switch.

NEVER let children play near a generator.

NEVER overload your generator with too many appliances.



- For more information, check out our brochure "Emergency Generator Safety" at nyseg.com (click on "Safety Information") or call us at 1.800.572.1111.

Weather watch – be storm prepared

Ice and winter winds can cause power interruptions. Should a problem occur, NYSEG will respond quickly and work diligently to restore power.

Don't be caught off guard:

- ❄ Have a supply of non-perishable food and adequate supply of water.
- ❄ Candles and matches.
- ❄ Keep flashlights and a battery-operated radio on hand.
- ❄ Blankets and extra warm clothing.
- ❄ If someone in your home uses life-sustaining equipment powered by electricity, call us now at **1.800.572.1111**.



Consider clearing the path

Our meter readers appreciate clear access to your meter. Regular meter readings help ensure that you're billed for the exact amount of energy you use. If your meter is indoors, and it is inconvenient for you to give us access, call us to discuss other options at 1.800.572.1111 or visit nyseg.com and click on "Billing Services."



Energy IQ Answer: A whopping 165 gallons – that's more than one person uses in two weeks!

► For more helpful energy information visit nyseg.com