

# How we go about *restoring power* after an interruption



Our first priority in responding to a power interruption is removing hazards – such as live, fallen power lines – to ensure you're safe. We then repair our main facilities that bring electricity to your neighborhood. Next, we work on our local delivery system, including the poles and power lines along streets and roads. We focus first on critical facilities such as hospitals, nursing homes, and fire and power stations. We also focus on areas where we have customers who depend on electrically operated, life-sustaining equipment. Overall it's a time-proven process that ensures we restore your service as quickly, efficiently and safely as possible.

## KEEPING YOU INFORMED

### How to *stay safe* during and after sudden storms

Thunderstorms that often pop up on hot, humid summer days can be dangerous. Here are some things you can do to stay safe.

- ▶ When a storm is approaching, seek shelter.
- ▶ During the storm:
  - > Stay away from windows and doors.
  - > Don't use electrical appliances or your telephone (except to report an emergency).
  - > Don't take baths or showers.
- ▶ In the event of a storm-related power interruption:
  - > Call us to report the interruption.
  - > Stay away from downed power lines. Even lines that appear "dead" can be deadly.
  - > Stay out of flooded basements. Call us about what to do if your basement floods or is in danger of flooding.

#### How to contact us

Customer Relations Center:  
(Monday through Friday, 7 a.m. to 7 p.m.)  
**1.800.572.1111**

Electricity Interruptions or Emergencies:  
(24 hours a day, every day)  
**1.800.572.1131**

Natural Gas Odors or Emergencies:  
**1.800.572.1121**

Hearing and Speech-Impaired (TTY):  
**Dial 711** (New York Relay Service)

Automated Account Information:  
**1.800.600.2275**

Electronic Message: Use our "Write to NYSEG" form online at [nyseg.com](http://nyseg.com)



**Reliable. Essential.**

Clip and save



## IT PAYS TO USE ENERGY SAFELY AND WISELY

**Energy IQ Answer:** There are many ways to beat the heat while still being energy wise. First, be sure to buy an energy-efficient room air conditioner by checking for the Energy Efficiency Ratio (EER) label. The higher the EER, the more efficient the unit. Some other tips: Get the proper size unit, turn it off when you're away, don't set the thermostat any lower than necessary, seal spaces around the unit so cool air doesn't leak out, and replace or wash the filter regularly.



▶ **For more helpful energy information, visit [nyseg.com](http://nyseg.com)**

**NYSEG**

# Energy Lines

June 2005

*Got Agriculture?*  
**We do!**



**NYSEG celebrates Dairy Month – we salute our dairy customers who are hard at work.**

New York ranks third in the nation in milk production and processes more milk into cottage cheese than any other state. NYSEG is pleased to be a business partner with farms throughout our service area.



*Ensuring that electricity and natural gas are there the moment you need them is the most important service we provide.*



As your energy delivery company, we understand how essential electricity and natural gas are. Whether for entertainment, comfort, security, or powering the businesses that keep our communities going, we're committed to providing you with reliable service. We do that by:

- ▶ Conducting infrared inspections of overhead power lines and substation equipment.
- ▶ Removing overgrown vegetation to reduce storm-related damage to power lines.
- ▶ Regularly inspecting and maintaining our power lines and substation equipment.
- ▶ Installing animal guards to protect animals and prevent power interruptions.



## **Removing overgrown plants and trees may do more than improve your service!**

Ithaca College, with the sponsorship of the Environmental Protection Agency, is studying NYSEG rights of way to determine if removing overgrown non-native plants helps local song bird populations to grow and thrive.



IT PAYS TO USE ENERGY SAFELY AND WISELY

*Test your Energy IQ*

**Is it possible to keep cool and still be energy efficient while using an air conditioner?**

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

