

Energy *Lines*

NYSEG

November 2007

www.nyseg.com

It's *Voice Your Choice* Time

Over half of NYSEG electricity supply customers who didn't voice their choice last year don't know their current supply pricing option. **The only way to ensure you receive the option you want for 2008 is to voice your choice now.**

You need to ***Voice Your Choice*** before **7 p.m. on December 28, 2007**. Your choice takes effect January 1 through December 31, 2008.

Want to learn more? Look for your enrollment material in the mail this month or visit nyseg.com.



CHOOSING YOUR PRICING OPTION

- You can choose a fixed or variable price from NYSEG for your electricity supply. With a fixed price, you pay a set amount per kilowatt-hour; with a variable price, you pay an amount that fluctuates with the market price of electricity.
- You can choose the ESCO Price Option and purchase your electricity supply from a supplier other than NYSEG (also known as an energy services company or ESCO). ESCO prices are not provided to NYSEG; please contact ESCOs directly.
- With any choice you make, NYSEG will continue to deliver your electricity safely and reliably.

ENROLLING

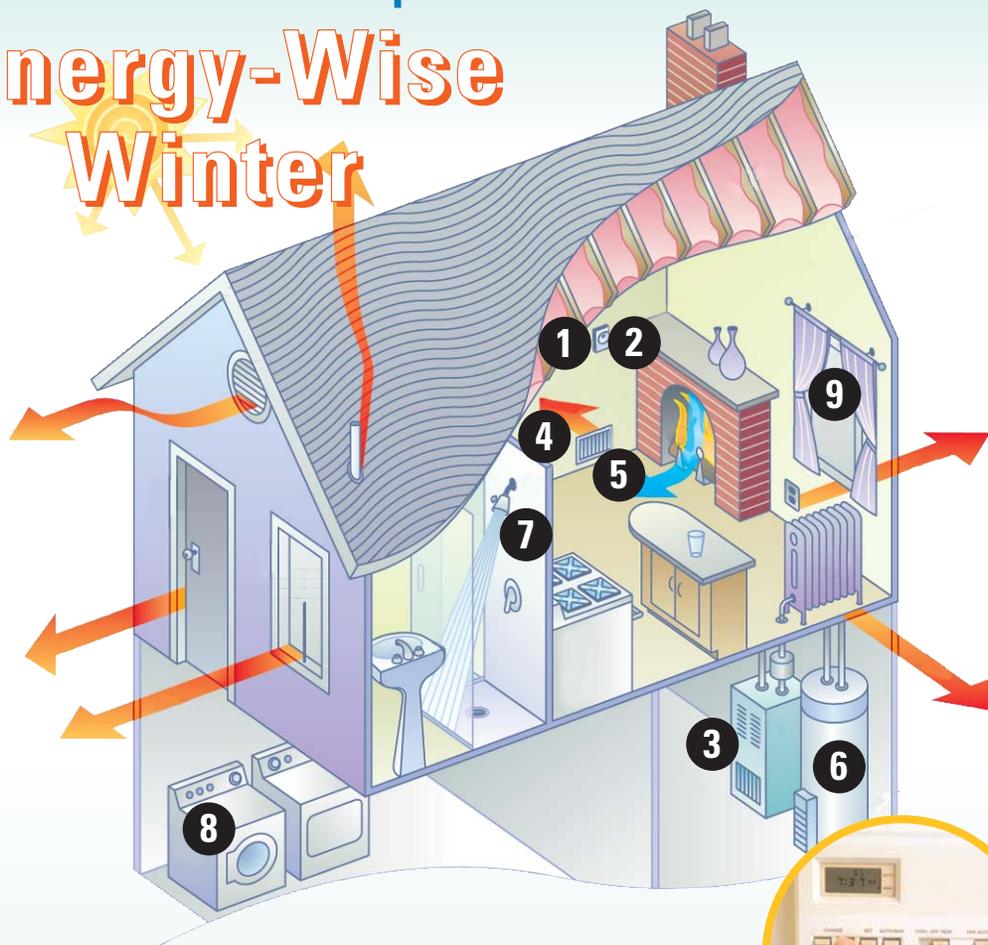
To enroll you can:

- Complete and mail the enrollment card provided in your enrollment material
- Visit nyseg.com
- Call **1.866.NYSEG.03** (1.866.697.3403)
- Select an ESCO and they will enroll your account for you

It's time to
voice
your choice
for your electricity supply.

www.nyseg.com

Now Is the Time to Prepare for an Energy-Wise Winter



Here are some tips to maximize your home's energy efficiency and minimize your energy bill.

1. Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. This may not be advisable if you have frail, ill or elderly people or infants in your home.
2. Turn down thermostats automatically by installing automatic set back or programmable thermostats.
3. Change or clean furnace filters once a month during the heating season.
4. Warm air rises, so use registers to direct warm airflow across the floor.
5. Close vents and doors in unused rooms and close fireplace dampers when not in use.
6. Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
7. Install water-flow restrictors in showerheads and faucets.
8. Run washing machines and clothes dryers with a full load.
9. Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.

Here are a few more things you can do to manage winter heating costs:

- Check nyseg.com and read our bill inserts for important information on using energy wisely. Some simple steps can go a long way.
- If you are having trouble paying your NYSEG bills, contact us immediately at **1.888.315.1755**. Together we can work on a solution.

Help Those in Need With the Power of Your DOLLARS

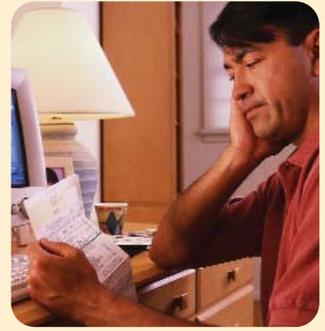
Project SHARE is an energy assistance fund that helps eligible customers cope with unexpected energy emergencies. You can help make sure the dollars are there to assist people this winter.

Three ways you can give:

- 1 Through automatic giving – visit nyseg.com or call us at **1.800.572.1111**.
- 2 Add exactly **\$1, \$2 or \$5** to your next NYSEG bill payment.
- 3 Send a check payable to Project SHARE to: Southern Tier Chapter – American Red Cross, 620 East Main Street, Endicott, NY 13760.



Project SHARE
is a joint effort
of NYSEG and the
American Red Cross



Need Help With Winter Heating Bills?

You might be eligible for a Home Energy Assistance Program (HEAP) grant. HEAP is a federal program that provides financial assistance to eligible households. The 2007-2008 HEAP season began November 1 and closes when funds are exhausted. Eligibility depends on household income and family size. Contact your local Department of Social Services for more information or to apply for a grant.

>> If you are having trouble paying your NYSEG bills don't wait, contact us immediately at 1.888.315.1755.

Even Out Your Energy Costs



With NYSEG's Budget Billing service, you don't have to worry about seasonal ups and downs in your energy bills. Budget Billing lets you spread your energy costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your NYSEG bill is going to be in advance. For more information or to sign up for Budget Billing, visit nyseg.com or call us at **1.800.572.1111**.

Prevent Carbon Monoxide Poisoning; Call Us If You Smell Natural Gas

With the heating season right around the corner, here are *two* important safety tips for you to remember:

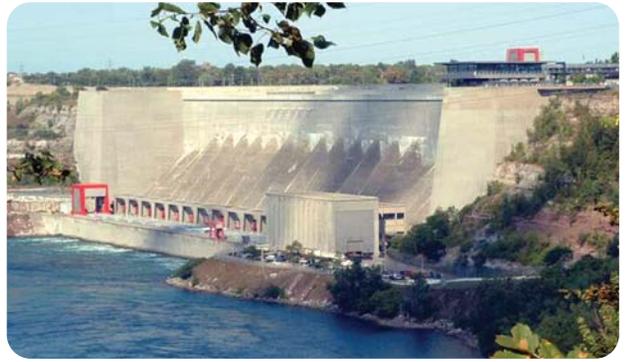
- 1 Carbon monoxide is a colorless, odorless gas that is a product of the incomplete burning of natural gas, propane, gasoline, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death. **To protect yourself, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a carbon monoxide detector for your home.**
- 2 Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call NYSEG immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.



If you are a NYSEG natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at 1.800.572.1121.

The New nyseg.com – Designed With You in Mind

Have you checked out the new **nyseg.com**? It's designed to make your visits quick and easy. You'll find all sorts of information to help you use energy wisely and safely, and you can do business with us at your convenience. The new **nyseg.com** – convenience with a click!



Good News for Residential Customers

Low-Cost Hydropower Contract Extended

For 40 years, NYSEG residential electricity customers have benefited from an allocation of low-cost hydropower from the New York Power Authority's (NYPA) Niagara and St. Lawrence hydroelectric plants. Those contracts were set to expire in August.

The NYPA board of directors has voted to extend the contracts on a month-to-month basis through June 30, 2008. Without this low-cost power, NYSEG electricity rates could have risen about 13%. Be assured that we'll keep working to retain this power for our residential customers.



It's Easy to Be Green!

Ever wonder what's behind our environmental statement in the green bar at the bottom of this page? The paper used for *EnergyLines* is made in part from paper that was previously used and collected through recycling. The ink is made from soy – a vegetable oil instead of petroleum. In addition, the printer we use for *EnergyLines* purchases 100% of its electricity from renewable sources (wind).

Our environmental commitment extends beyond *EnergyLines* to the envelope your bill arrives in – it comes from paper harvested from environmentally sustained forests and the window "plastic" isn't plastic at all – it's made from corn.

You can be green, too! Consider:

- Enrolling in electronic funds transfer and we'll eliminate the return envelope that accompanies your bill.
- Paying your bill online through your bank or NYSEG's e-Payment service at **nyseg.com** – save checks and still receive a paper bill.
- Going paper-free by enrolling in NYSEG's e-bill service at **nyseg.com** and viewing your bill and *EnergyLines* online.
- Purchasing clean, renewable wind energy at **nyseg.com** or by calling **1.800.35.NYSEG** (1.800.356.9734).
- Recycling past copies of *EnergyLines* and NYSEG bill envelopes – they are made from fully recyclable materials. Past issues of *EnergyLines* are available at **nyseg.com**.



Part of NYSEG's commitment to the environment ...
printed with soy ink on recycled paper.