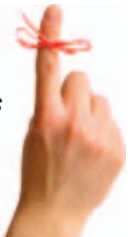


NYSEG

EnergyLines

Your bill will have a new look in 2006.

Check out December's EnergyLines for more information.



November 2005

KEEPING YOU INFORMED

Here's what you can do to manage natural gas costs this winter



We understand how frustrating higher energy bills can be. Here are a few things to keep in mind to help you manage natural gas costs as we head into the heating season:

- ▶ Check out **nyseg.com** and read our bill inserts for important information on using energy wisely. Some simple steps can go a long way toward saving you money. Those simple steps include:
 - Making sure your home is adequately insulated and that doors and windows keep the heat in and the cold out.
 - Cleaning or replacing furnace filters when they are dirty or once a month to help ensure that furnaces are working efficiently.
 - Making sure heating supply and return registers are clean and not blocked by furniture or drapes.
 - Installing an automatic set-back thermostat.
 - Opening blinds and drapes on south-facing windows during the day to let in heat from the sun, and closing them at night and on cloudy days.
 - Setting your water heater temperature at 120 degrees. (Follow manufacturer's instructions or contact a plumbing and heating contractor.)
- ▶ **Sign up for NYSEG's Budget Billing program.** This will enable you to spread your energy costs out evenly over the year. For more information or to sign up for Budget Billing, visit nyseg.com or call us at 1.800.572.1111.
- ▶ **If you're having trouble paying your NYSEG bills,** contact us at 1.888.315.1755. The sooner you do, the sooner we can work on a solution together.



- Natural gas bills include **delivery** and **supply** charges. The **delivery** charge is what you pay NYSEG to transport natural gas to your home or business. The **supply** charge is what you pay NYSEG or another supplier for the natural gas they buy for you.
- NYSEG's natural gas delivery prices have remained relatively flat for a decade.
- NYSEG natural gas customers pay market-based prices for the natural gas they use (supply). NYSEG cannot control these market-based natural gas supply prices, and NYSEG makes no profit on the natural gas we purchase for our customers.

Knowledge is **key** to managing energy costs

For more information on using energy wisely:

- **NYSERDA** provides information and resources for energy efficiency measures for homeowners and renters. >> www.getenergysmart.org
- **Cornell Cooperative Extension** provides free education on ways to save money and energy, as well as a wide variety of topics. Many areas have free workshops available. Consult your local Extension office. >> www.cce.cornell.edu
- **County weatherization agencies** provide services for income eligible customers.



Click on this symbol at nyseg.com for more information on using energy **safely** and wisely.



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

You can help warm **hearts and homes**

Project SHARE is an energy assistance fund that helps eligible customers cope with unexpected energy emergencies. Nearly \$4 million has been distributed to more than 23,000 customers since the program began in 1982. **You can make sure the dollars are there to help people this winter.** There are three ways you can contribute – see form below. For more information visit nyseg.com.



1 Add exactly \$1, \$2, \$5 or another dollar amount to your NYSEG bill by filling out this form.

2 Send a check payable to Project SHARE to: Southern Tier Chapter – American Red Cross
620 East Main Street
Endicott, NY 13760

3 Through automatic giving – visit nyseg.com or call us at 1.800.572.1111.

Please add to future NYSEG bills my tax-deductible contribution to Project SHARE. Check one:

\$5 \$2 \$1 Other: _____ (fill in whole dollar amount)

I understand I may change this amount or cancel at any time.

Name _____

Address _____

City _____ State _____ ZIP _____

Daytime Phone (_____) _____

NYSEG Account # _____

Enclose this form with your NYSEG bill payment, or mail to:
Project SHARE | P.O. Box 5224 | Binghamton, NY 13902-5224



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