

# NYSEG

# Energy Lines

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October 2005

KEEPING YOU INFORMED

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



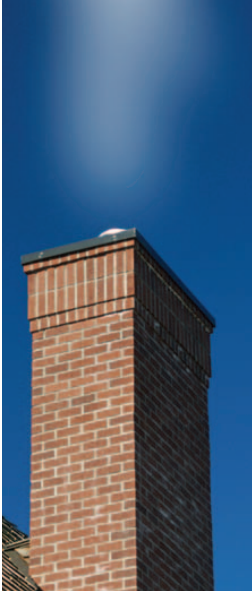
We understand how frustrating higher energy bills can be. Here are a few things to keep in mind to help you manage natural gas costs as we head into the heating season:

- ▶ 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](http://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 overall 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.

# Be sure you and your family are safe this winter



**With the heating season right around the corner, here are two important safety tips for you to keep in mind.**

- 1.** Protect yourself from a silent killer. Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion. It can result from a faulty chimney, flue or vent from a heating appliance or water heater. Have your heating system and chimney, flues and vents checked once a year by a professional.
- 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.**

**CARBON MONOXIDE CAN BE DEADLY >>** If not working properly, heating systems that burn oil, natural gas, propane, kerosene, wood or coal can produce carbon monoxide (CO). When inhaled, carbon monoxide crowds out life-sustaining oxygen from your red blood cells. Exposure to carbon monoxide 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.



## ATTENTION DAY/NIGHT SERVICE CUSTOMERS

*Eastern Standard Time*  
**begins Sunday, October 30.**

Our day/night meters are always set to Eastern Standard Time (EST). Timers you use to control equipment should always be set to match the time on the clock in the meter.

## Be prepared for storms

**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 water and non-perishable food.
- ❄ Have at least one telephone that does not depend on electricity. Cordless house phones will not work during a power interruption.
- ❄ Use blankets and wear extra warm clothing.
- ❄ Keep flashlights, a battery-operated radio and extra batteries on hand.
- ❄ If someone in your home uses life-sustaining equipment powered by electricity, call us now at **1.800.572.1111**.

**NYSEG**

**Reliable. *Essential.***