

KEEPING YOU INFORMED

Meter reading made *more convenient, safer for you*



Our new meter reading guidelines enhance your privacy, convenience and safety. If you have an indoor meter, NYSEG meter readers will enter your residence only when:

- You or a responsible person (18 years of age or older) are home and grant us access.
- You have provided us with a key, have made arrangements to leave the key with a neighbor, or have given us permission to use a key left on the premises.
- Your meter is located in a common area of a multi-family dwelling.

ASK TO SEE I.D. >> If someone comes to your home claiming to represent NYSEG, ask to see identification. All our people carry I.D. cards with the NYSEG logo, their name and photo. Still unsure? Call 1.800.572.1111 and we'll confirm that the person is a NYSEG meter reader.

Not at home? No problem.

For your convenience, we have options available for sending in your meter readings:

- Call 1.800.572.1111 to make arrangements for us to have access to a key to your home or to set up an appointment for a meter reading.
- Read and send us your meter reading online at nyseg.com.
- Call in your meter reading at 1.800.600.2275.

Your next meter reading date is noted on your bill.

Test your Energy IQ: **What should I do to prepare my heating system for the heating season?**

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



Smell natural gas? *Get up, get out and call us*

from a neighbor's phone!

For your safety, we add that distinctive odor – it's like the smell of rotten eggs – to natural gas.

If you smell natural gas or hear a hissing sound, immediately get up, get out and call us 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, call us at 1.800.572.1121.



Get the scoop **BEFORE** you dig

If your outdoor project involves any type of digging, make one phone call to **Dig Safely New York** at **1.800.962.7962** to avoid injury by accidentally digging into underground utility services. *Dig Safely New York* will arrange for any buried utility lines to be marked before you start your work. To use this **free** service, you (or your contractor) must call *Dig Safely New York* at least two days – but not more than 10 days – in advance of your project.



- Call before you dig
- Wait the required time
- Confirm utility response
- Respect the marks
- Dig with care

Dig Safely. New York

Dig Safely and Dig Safely, New York are used under license from Dig Safe System, Inc.

www.digsafelynewyork.com

Energy IQ Answer: For safety's sake and to make sure everything is working properly, you should have your heating system, chimney, flues and vents checked once a year by a professional. Also, to ensure your heating system is working efficiently:



- Clean or replace furnace filters when they are dirty or once a month.
- Be sure heating supply and return registers are clean and not blocked by furniture or drapes.

▶ **For more helpful energy information visit nyseg.com.**