



Reading Your Meter



Reading your meter is easy and convenient. Many NYSEG customers read their own meters to monitor their energy use. Others do it because it's not always convenient to provide our meter readers access to the meter.

If you read your meter, please keep in mind that we need access to the meter at least once a year, and preferably every other month. This allows us to verify your readings, inspect the equipment and make sure the meter is working properly.



Reading Your Meter

Electric meter with LCD

You may have an electric meter with a row of dials and an LCD (liquid crystal display).

Both register the total amount of electricity you use, measured in kilowatt-hours (kwh).

In addition, if you have an off-peak (day-night) meter, you will see a series of other readouts that cycle continuously.

They will include either numeric designations 03 (day) and 04 (night) or alphabetical designations A (day) and B (night).

Meters with Dials

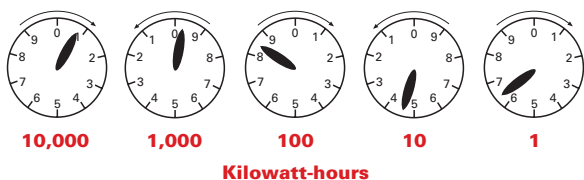
Whether you have a regular electric meter, day/night electric meter, or natural gas meter, the basics of meter reading are the same.

To read your meter, follow these simple steps.

1. Think of the dials on your meter as clocks. Be careful to notice which way the pointers move.

On an electric meter, the dials represent the amount of energy used in single units, tens, hundreds, thousands and ten thousands of kwh.

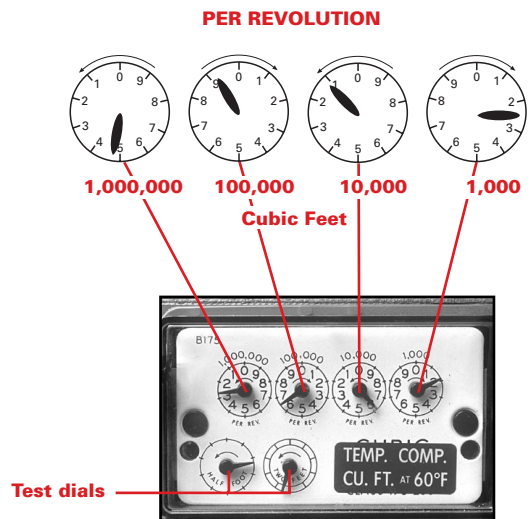
Electric meter



2

On a natural gas meter, the dials measure natural gas used in hundreds of cubic feet (ccf). The natural gas meter has either four or five dials, and one or two test dials which you may ignore.

Natural gas meter

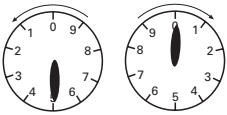


2. The basic rule for reading a meter is that when the pointer is between two numbers, *always read the lower number*. When the pointer is between 0 and 1, zero is the lower number. Remember that the pointer is always moving toward the larger number, so when the pointer is between 9 and 0, zero is really representing 10. Therefore 9 is the lower number.

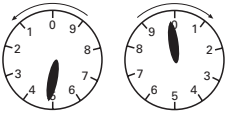
3

If it is difficult to tell if the pointer has passed a number, or if it is still approaching the number, refer to the dial next to it on the right. If the pointer on the right dial *has passed zero*, read the *higher number*. However, if the pointer on the right dial *has not yet passed zero*, read the *lower number* on the left dial.

Example:

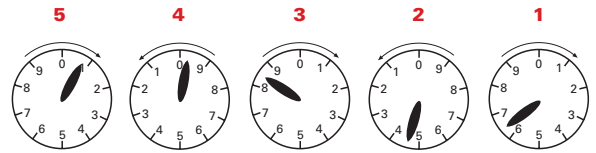


The pointer on the right dial has passed zero, therefore the left dial should read 5 and the right dial should read 0.



The pointer on the right dial has not passed zero, therefore the left dial should read 4 and the right dial should read 9.

3. Read the dials *from right to left* and record the numbers in the same order as the dials.



0 9 8 4 6

The pointer on the first dial to the right is between 6 and 7. Remember the rule to read the lower number. The reading is 6.

The pointer on the second dial from the right has passed 4 but hasn't reached 5. Read it as 4.

The pointer on the third dial is between 8 and 9. Read the lower number which is 8.

The pointer on the fourth dial is very close to 0 but is still between 9 and 0. Remember that 0 represents 10, so the lower number is 9.

The pointer on the fifth dial appears to be on 1; however, the pointer on the dial to its right has not passed 0. Therefore, the correct reading is 0.

Calculating Electricity Use

If you wish to calculate the amount of electricity you have used since the last meter reading, take the reading from your last bill. Subtract that number from the present meter reading to find the amount of electricity used during the month. If last month's reading was an estimated reading, your calculation will also be an estimate. For most accurate results, keep track of actual readings and use those readings for your calculations.

$$\begin{array}{r} 9846 \\ - 9201 \\ \hline 645 \end{array} \quad \begin{array}{l} \text{Present reading (kwh)} \\ - \text{Previous reading (kwh)} \\ \hline \text{Difference in readings} \end{array}$$

In some homes the monthly energy use may be more than the dials can register so the meter has a "multiplier" (usually 10) which is clearly shown on the front of the meter. You must multiply your meter readings by this multiplier to get the number of kilowatt-hours used. Energy use is determined in the same manner as for a standard meter. For example:

$$\begin{array}{r} 9498 \\ - 9437 \\ \hline 61 \\ \times 10 \\ \hline 610 \text{ kwh} \end{array} \quad \begin{array}{l} \text{Present reading} \\ - \text{Previous reading} \\ \hline \text{Difference in readings} \\ \times \text{Multiplier} \\ \hline \text{Total usage for} \\ \text{which you are billed.} \end{array}$$

Calculating Natural Gas Use

Natural gas use is calculated in the same way electricity use is calculated. The previous reading is subtracted from the present reading. The difference is the number of ccf of natural gas used.

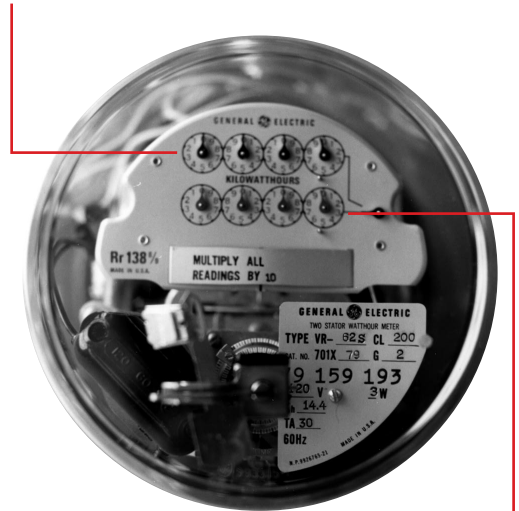
On your bill, the quantity of natural gas used is converted to therms by multiplying the amount of natural gas used by a number called the therm factor. This factor represents the actual heat content of the gas entering our system, which varies from time to time. Your monthly therm factor is listed on your bill. Simply multiply the amount of natural gas you used by the therm factor to calculate the number of therms you received. Therm billing doesn't change the way the meter works. It's just a way to bill customers for the heat that they obtain from the natural gas.

NYSEG's Day/Night Rate

NYSEG sells electricity at a lower nighttime rate to some of its residential customers.

For these customers who use a substantial amount of electricity during the night and sign up for our day-night service, we install a special day-night electric meter. This meter contains two sets of dials that are read the same way as the regular meter. You must be careful to keep the two readings separate. The upper dials measure electricity use during the day (approximately 7 a.m. to 11:30 p.m. Eastern Standard Time) while the lower dials record nighttime use (approximately 11:30 p.m. to 7 a.m. Eastern Standard Time).

Upper dials measure the amount of electricity used during the daytime hours (7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 p.m. EDT).



Lower dials measure the amount of electricity used during the nighttime hours (11:30 p.m. to 7 a.m. EST or 12:30 p.m. to 8 a.m. EDT).

After you calculate the amount of electricity used during the day and night, add the two numbers to find the total number of kwh.

Keep in mind your bill will be calculated using two separate rates: one for daytime use and another for nighttime use.

If you think you might benefit from our day-night service, contact us at 1-800-572-1111, Monday through Friday, 7 a.m. to 7 p.m.

Meter Accuracy

Electric and natural gas meters are among the most accurate measuring devices available. They are tested by the manufacturer and by NYSEG before being installed. Our meter readers routinely check meters while taking readings to ensure that they continue to meet rigid standards of accuracy.

Accessibility and Safety

Where meters are installed inside, the meter reader must have access to read the meter. If you leave a door open for the meter reader to use, let us know. Your account will be coded to indicate that the meter reader may enter the premises.

For safety's sake, please keep stairs in good repair and, whenever possible, be sure to keep the path to the meter clear of debris, bushes, snow and dogs. If your meter is located inside, please clear the area of boxes, odds and ends, furniture and dogs. Be sure the area is well-lighted.

Ask for Identification

For your protection and peace of mind, every NYSEG meter reader carries an identification card with his or her picture. If you're not sure about the identity of a meter reader, ask to see identification. If you still have doubts, ask the person to wait outside while you call our office for confirmation.

Other Meter Reading Options

If your meter is inside and it is inconvenient for you to be home on the dates NYSEG is scheduled to read your meter, please let us know. We offer other meter-reading options for your convenience. You may:

- Provide us with special access instructions to your property, such as letting us know where a key is kept. Our meter reader will use these instructions to gain access to the meter.

OR

- Read the meter yourself and provide the readings to us.

Submitting Your Readings

We offer three convenient options. You can submit your readings to us:

- By visiting our Web site at **www.nyseg.com/custread**
- On a postcard we provide.
- By calling on our automated line at 1-800-600-2275.

Questions About Your Service

We're here to help. If you have questions about reading the meter, just contact our Customer Service Call Center at 1-800-572-1111, Monday through Friday, 7 a.m. to 7 p.m.

Protecting your appliances and electronic equipment against power surges makes good sense.

Power surges are sudden increases in voltage caused by storms, lightning strikes or damage to utility poles and power lines. These surges can enter your home without warning through power, phone or cable TV lines. More importantly, they can harm your refrigerator, microwave oven, TV, VCR, computer and other appliances.

Now, two levels of power-surge protection are available from NYSEG:

StormSafe Service

We'll install a special StormSafe device on your electric meter. This unit protects your major appliances, such as your refrigerator, from powerful surges coming through power lines. (Installation charge and monthly service fees apply.)

Plug-in Units

These in-home devices, available for purchase from NYSEG, protect sensitive electronic equipment, such as your personal computer.

For more information about surge protection from NYSEG, call us at 1-800-684-2336, Monday through Friday, 7 a.m. to 7 p.m.