

NYSEG

EnergyLines

April 2004**VALUABLE CUSTOMER INFORMATION**

a commitment to the environment

Dear Customer,

Ever since the first Earth Day celebration nearly 35 years ago, many of us associate the arrival of spring with more than warmer weather and longer days: It's a time to reflect on our commitment to the environment. In this issue of *EnergyLines* you'll find important information about NYSEG's Environmental Disclosure label, how you help the environment by purchasing clean wind energy, how to play it safe outdoors, and even some tips about planting the right tree near power lines.

And speaking of trees, this is also a good time to remind ourselves that summer storms aren't far away, bringing with them the possibility of wind- and tree-related power interruptions. At NYSEG, we know how important trees are to the environment and how they beautify our landscape. However, they can sometimes interfere with the reliable delivery of electricity to homes and businesses. That's why our crews do tree trimming work, and always use cutting techniques recommended by the American Arborist Association. It's just one more part of our commitment to the environment and to providing essential energy in a safe, secure and reliable manner.

James Laurito – President, NYSEG



Stay safe when *working outdoors*



Be careful around overhead power lines

When working around your house, remember that things such as aluminum siding, gutters and ladders conduct electricity. If any of these items touch an overhead power line, the results could be deadly.

If you or your contractor are planning a project where an overhead power line may interfere with your work, call NYSEG at **1.800.572.1111**. With at least two business days' notice, we can cover overhead lines and provide important safety tips.

**Dig Safely.
New York**

www.digsafelynewyork.com
1.800.962.7962

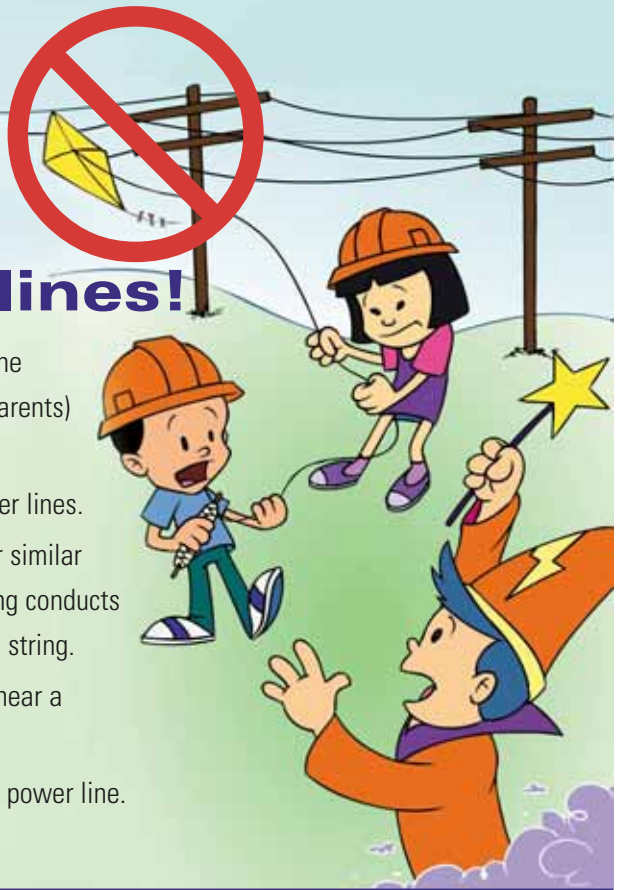
- ▶ If your project calls for digging, be sure to first contact **Dig Safely New York** at **1.800.962.7962**. *Dig Safely New York* will arrange to mark any buried utility lines before you start your work. To use this **free** service, you (or your contractor) must call *Dig Safely New York* at least two days – but not more than 10 days – in advance of your work.

WATTS THE WIZARD SAYS:

Play it safe...
**stay away
from power lines!**

Now that spring is here, NYSEG's Watts the Wizard reminds young people (and their parents) of these important safety rules:

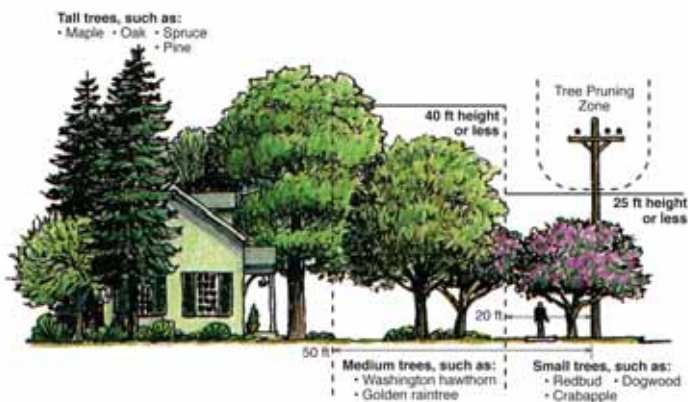
- ❖ Don't climb trees or fly kites near power lines.
- ❖ When flying kites, always use nylon or similar type of kite string. Even wet cloth string conducts electricity. NEVER use wire or metallic string.
- ❖ Don't take chances! If your kite drifts near a power line, let go of it.
- ❖ Never try to retrieve a kite caught in a power line.
Call us at **1.800.572.1111**.



Take care when **planting trees**

Trees are prized possessions in our communities. But during wind or ice storms, trees can come into contact with power lines. In fact, trees are the leading cause of electricity service interruptions. So, it's best to avoid planting trees near power lines.

But if you have no other place to plant a tree, there are many low-growing trees and shrubs that will add beauty to your property without interfering with power lines.



For more information about planting trees, visit the National Arbor Day Foundation online at arborday.org or call 1.888.448.7337.

Environmental *update*

All electricity suppliers are required to provide their customers with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply they purchase for you.

- ▶ **If you receive your electricity supply from NYSEG**, your environmental disclosure information is provided here and is available at nyseg.com.
- ▶ **If you receive your electricity supply from a supplier other than NYSEG *and* your supplier's charges are included in your NYSEG bill**, your supplier's environmental disclosure was included with your last bill.
- ▶ **If you buy electricity from a supplier other than NYSEG, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.
- ▶ For more information on environmental disclosure, contact the New York Public Service Commission at **1.888.Ask.PSC1** (1.888.275.7721) or visit dps.state.ny.us.

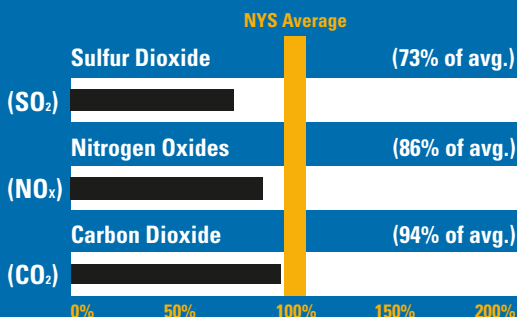
Fuel Sources Used to Generate Your Electricity

▶ April 2002 through March 2003

Biomass	1%
Coal	15%
Hydroelectric	16%
Natural Gas	40%
Nuclear	24%
Oil	4%
Solar	0%
Solid Waste	less than 1%
Wind	less than 1%
Total	100%

Air Emissions Relative to the New York State Average

▶ April 2002 through March 2003



NYSEG's sources of electricity supply are cleaner than the New York State average. ▲

Catch the Wind with **NYSEG**



NYSEG is offering *NewWind Energy*®, a product of Community Energy, to those customers who want to help our environment. You can buy two or more “blocks” of wind power each month. Each block is 100 kilowatt-hours of wind energy and costs \$2.50. Your purchase will be in addition to your regular electricity bill.

How much can it help?

Purchasing two blocks every month for one year reduces carbon dioxide emissions the equivalent of planting 146 trees or not driving 2,338 miles.

How to Catch the Wind

When you buy NewWind Energy® you support the development of clean, renewable, wind-generated electricity. To learn more, call us at **1.800.356.9734**, visit **nyseg.com** or complete and return the coupon in the *Catch the Wind* brochure we've included with your bill.



NYSEG

Reliable. Essential.

www.nyseg.com


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