

# Energy Lines

May 2003

VALUABLE CUSTOMER INFORMATION

*Planning a move?*

**Visit us online**

**for fast, easy service**

*Heading home from college? Moving into a new house or apartment?*

*Getting ready to open your summer home?*

**Make things easier by using NYSEG's**

**Online Services to:**

- ▶ Turn ON electricity or natural gas service
- ▶ Turn OFF electricity or natural gas service

**Our Online Services are quick, convenient and secure. You can also go online to:**

- ▶ Pay your bill
- ▶ Review your account history
- ▶ Submit your meter readings
- ▶ Sign up for Balanced Billing



**nyseg.com**

**Catch the wind with**

**NYSEG**

*Buy clean wind energy today!*



Help protect the environment and support the development of clean, renewable wind-generated electricity. Visit [nyseg.com](http://nyseg.com) or call 1.800.35.NYSEG to learn more about how you can purchase wind energy.

**Community happenings**

*We're pleased to support*



**Central New York**

**May 19 – May 25:** LPGA Corning Classic — Corning Country Club; (607) 962-4441; [www.corningclassic.com](http://www.corningclassic.com)

**May 23-26:** General Clinton Canoe Regatta — Susquehanna River: Otsego Lake, Cooperstown to General Clinton Park, Rte 7, Bainbridge; (607) 967-8700; [www.canoeregatta.org](http://www.canoeregatta.org)

**Finger Lakes**

**May 29 – June 1:** Ithaca Festival — Ithaca Commons, Ithaca; (607) 273-3646; [www.ithacafestival.org](http://www.ithacafestival.org)

**North Country**

**June 5:** North Country Chamber of Commerce Business Expo — SUNY Plattsburgh Field House; (518) 563-1000; [www.northcountrychamber.com](http://www.northcountrychamber.com)

**Western New York**

**June 7:** Quarter-Mile Kids' Run — Dansville; (585) 335-6537



#### DID YOU KNOW?

We inspect more than 1,500 miles of natural gas mains, 75,000 service lines and 6,000 valves every year across our 33-county natural gas service area.

# Innovation at NYSEG

## Putting technology to work for you

We're now using high-tech, ground-penetrating radar to quickly and accurately locate buried plastic natural gas pipe during construction projects and emergency repairs.

◀ **Lenny Perfetti**, *technical supervisor in gas quality assurance*, uses NYSEG's ground penetrating radar unit.

The innovative unit uses radio waves to detect plastic pipe within minutes. This can eliminate the need for digging to locate pipe.

The radar unit is one way we maintain essential service and the safety and reliability of our natural gas delivery system.

## 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.



### Call ***before*** you dig



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.



# To all *day-night service and* **time-of-use** *customers*

**Eastern Daylight Time began April 6.  
Just a reminder:**

- The clocks in our meters are always set to Eastern Standard Time (EST). The night rate (day-night service) and the off-peak rate (time-of-use service) are in effect from 11:30 p.m. to 7 a.m. EST.
- For the full benefits of our day-night service and time-of-use rates, make sure all of your appliance timers match the time on the clock in your electric meter.
- If needed, our meter readers will reset the meter clock when they read the meter.

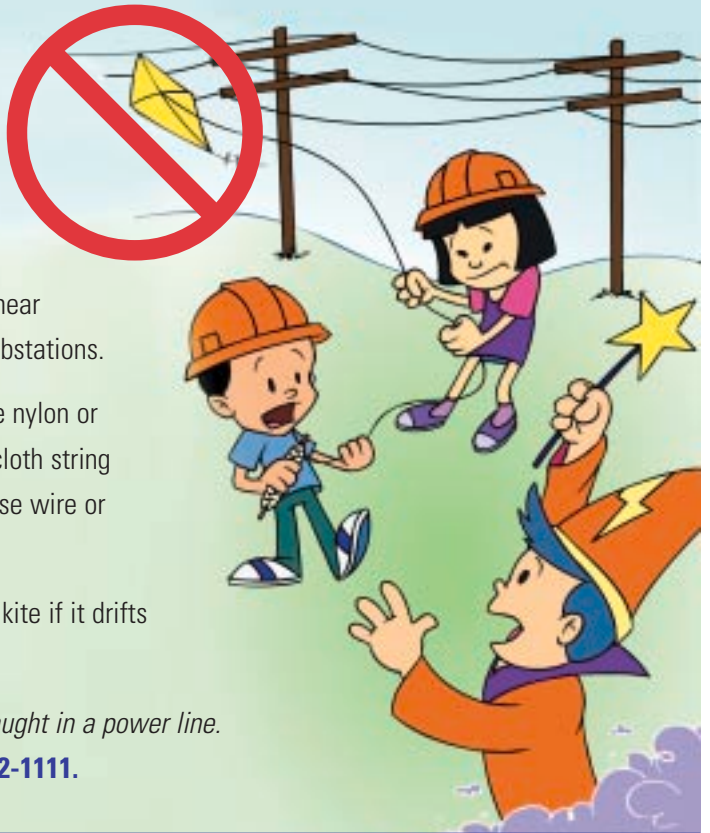
## A SAFETY LESSON FROM WATTS THE WIZARD:

# *Keep away* from power lines!

Now that spring has sprung, NYSEG's Watts the Wizard reminds young people of these important safety rules:

- ❁ Don't climb trees or fly kites near power lines. Don't go near substations.
- ❁ When flying kites, always use nylon or similar kite string. Even wet cloth string conducts electricity. NEVER use wire or metallic string.
- ❁ Don't take risks! Release the kite if it drifts near a power line.
- ❁ *Never try to retrieve a kite caught in a power line.*

**Instead call us at 1-800-572-1111.**



# Supply and *delivery*

The **supply** charge is what you pay for electricity or natural gas purchased on your behalf by NYSEG or a competitive supplier. (NYSEG no longer owns power plants so we buy both electricity and natural gas in a competitive wholesale market.)

The **delivery** charge is what you pay NYSEG to transport electricity to you over our power lines or natural gas to you through our distribution system. NYSEG's electricity and natural gas **delivery** prices are frozen.

Whether you purchase your electricity or natural gas **supply** from NYSEG or a competitive supplier, we will continue to safely and reliably deliver the energy to your home or business.



# Supply and *demand*

Every day, electricity and natural gas is bought and sold in a competitive wholesale market just like other commodities such as oil, sugar and gold.

The wholesale prices of electricity and natural gas are determined by how much energy is available in the wholesale market (**supply**) and how much energy utilities and competitive suppliers need to buy for their customers (**demand**).

*If you receive your natural gas **supply** from NYSEG, you pay the wholesale price for that **supply**, and that price changes from billing period to billing period. NYSEG makes no profit on natural gas **supply**.*

*If you receive your natural gas **supply** from a competitive supplier, you may pay a fixed or variable price for that **supply**.*

*The price of your electricity **supply** depends on whether you have a fixed or market-based **supply** price from NYSEG or a competitive supplier.*



[www.nyseg.com](http://www.nyseg.com)

  
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Reliable. Essential.