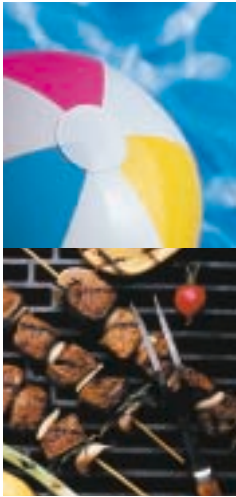


Energy *Lines*

June 2003

VALUABLE CUSTOMER INFORMATION



Natural gas **is the natural choice**

- ☀ **Natural gas pool and spa heaters:** Splish, splash!
Clean, economical natural gas heaters can extend your swimming season and make your hot tub cozier. They offer precise temperature control, and are well-suited for either outdoor or indoor use.
- ☀ **Natural gas outdoor grills:** Spice up your summer menu!
Perfect for backyard barbecues, a natural gas grill is a convenient and economical alternative to charcoal or propane grills.

StormSafe™ offers *peace of mind*



Did you know that power surges caused by lightning or damaged power lines and equipment can zap your appliances and sensitive electronics?

NYSEG's StormSafe service provides *two* levels of protection against power surges.

1. A device installed on the electric meter protects your major appliances from power surges coming through power lines. The cost is \$5.95 per month plus a \$24.95 installation charge.
2. Plug-in units further reduce power surges and protect things like computers, DVD players and modems. We offer several types of plug-in units.

For more information, contact us at 1.800.684.2336 or visit www.nyseg.com/stormsafe

Community *happenings*

We're pleased to support



Capital District

July 3: Family Day In The Park —
Mechanicville; (518) 664-8322

Central New York

July 12-13: Gus Macker "3 on 3"
Basketball Tournament —
Downtown Norwich; (607) 336-9622;
www.macker.com

July 13: Binghamton Airshow —
Greater Binghamton Airport, Johnson
City; (607) 763-4455; www.airshow.com

July 14-20: B.C. Open PGA Golf
Tournament — En-Joie Golf Club,
Endicott; (607) 754-2482;
www.bcopen.com

July 26-28: Baseball Hall of Fame
Weekend — Cooperstown;
1-888-425-5633;
www.baseballhalloffame.org or
www.otsegocountychamber.com

Western New York

July 26: Blast On The Beach —
Hamburg; (716) 649-6111 ext.238

July 28: Lancaster-DePew Golf
Tournament — Lancaster Country Club,
Lancaster; (716) 686-9251

Smell natural gas?

 **Call us at 1-800-572-1121**

If you smell natural gas (it smells like rotten eggs), call us right away.

If the smell is strong, leave your home immediately and call us from another location.



- DON'T operate electrical switches
- DON'T light a match
- DON'T use the phone in your home

Doing any of these things could cause a spark and put you in danger.

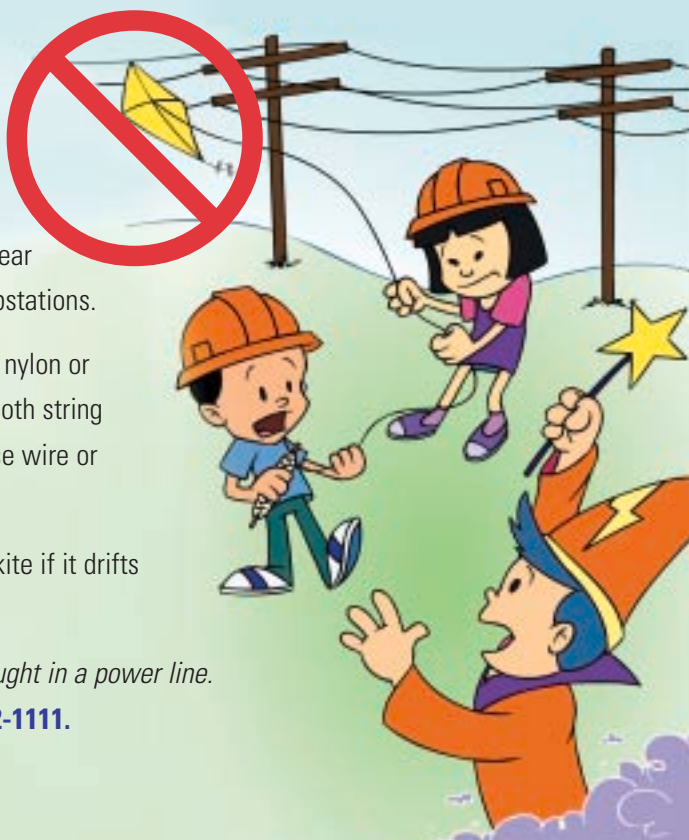
A SAFETY LESSON FROM WATTS THE WIZARD:

Keep away **from power lines!**

Now that summer is almost here, 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.



NYSEG is your *energy delivery* company



The price you pay for electricity and/or natural gas is made up of **delivery** and **supply** charges. The **delivery** charge is what you pay NYSEG to transport electricity and/or natural gas to your home or business. The **supply** charge is what you pay for the electricity and/or natural gas purchased on your behalf by NYSEG or a competitive supplier.

A word about *supply* and *demand*

Every day, electricity and natural gas are bought and sold in a competitive wholesale market – just like wheat, gold and lumber.

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 market price, which changes from billing period to billing period. We make 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**, depending on the arrangement you have with your supplier.

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



Ask to
see I.D.

- ▶ Be on guard for scam artists and other strangers who may show up at your door. 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.

We have all the power our customers need – **but sometimes we may need** *to cut back use to help other parts of the state*

Electricity consumption in New York State has been increasing. In fact, there are times when the amount of electricity being consumed is close to the limit of the state's electricity supply and delivery systems.

This is particularly true during summer heat waves in large metropolitan areas, such as New York City. Unmanaged, a regional shortage could quickly impact the entire state.

To protect the state's electrical system and lower the demand for electricity, the New York Independent System Operator could, on occasion, require all utilities in the state to take steps to reduce electricity consumption.

**Sometimes we may need
to cut back use to help
other parts of the state.**

The final step would be to temporarily interrupt electricity to selected areas for an hour on a rotating basis. As the interruptions end in one area, they would move on to other areas until the high demand for electricity passes.

As part of your normal preparation for spring and summer storms that can interrupt your power, you should be ready for the rare occasion of an interruption that's required to protect the statewide power system.

Be energy smart ←

Using energy wisely this summer can help you save money. It's also good for the environment, and can help avoid power emergencies in the state. Here are some quick tips:

- ▶ Keep curtains or blinds closed on hot, sunny days.
- ▶ During the hottest parts of the day, close windows and doors to keep the heat out.
- ▶ On moderately hot days, use fans instead of air conditioners.
- ▶ Turn off unused lights, TVs, computers and stereos.
- ▶ When the weather permits, hang laundry outdoors to dry.

www.nyseg.com


An Energy East Company

NYSEG

Reliable. Essential.