

# Energy *Lines*

August 2003

VALUABLE CUSTOMER INFORMATION

## Bill-paying *with the convenience* of a click

When you sign up for NYSEG's online billing, you'll avoid writing checks and have more time to savor the rest of your summer!

In fact, there are **3 ways** you can receive and pay your bill without having to write a check:

- ▶ **Online billing and payment** – Use your existing online payment service, or sign up with NYSEG's no-fee service partner, CheckFree™.
- ▶ **Electronic funds transfer (EFT)** – We'll automatically deduct your payment from your bank account on your bill due date.
- ▶ **Combine EFT and online billing** – Enroll in both and review your bills online, whenever it's convenient for you.

To learn more about any of these bill payment options or to sign up, visit [nyseg.com](http://nyseg.com).



## *Is your* **water** *too* **HOT?**



Tap water that's too hot is a leading cause of burns to small children. If you have small children, or elderly or disabled persons in your home, you may wish to lower your water heater temperature to 120 degrees Fahrenheit. Check your water heater owner's manual for instructions.

120 ° Fahrenheit

# Summer heat can be a serious health threat

Hyperthermia is a rise in body temperature caused by overexposure to heat. Those most at risk for hyperthermia are infants, the elderly and people with chronic health problems. Milder symptoms of hyperthermia may include fatigue, a lack of energy, or a slight loss of appetite.

## As temperatures rise, take care to protect yourself:

- Stay hydrated. Drink plenty of water.
- Wear light colors and loose-fitting, comfortable clothing.
- If you begin to feel overheated, take a break and head for the shade.
- Take cool showers or baths.

## If you notice any of these serious symptoms of hyperthermia, you should seek medical help:

- Dizziness or severe weakness
- Chest pain or rapid heartbeat
- Nausea, diarrhea, cramps or vomiting
- Breathing problems
- Dry skin without sweating
- Throbbing headaches



# Stay one step ahead of storms

Our record for reliable electricity service is one of the best. When a severe storm strikes and knocks out power, we're prepared to respond quickly. It's important for you to be prepared, too:

- Keep flashlights and fresh batteries on hand.
- Keep a supply of food that doesn't need to be refrigerated.
- If your water is supplied by an electric pump, fill and store emergency water jugs.
- If anyone in your home requires life-sustaining equipment, such as a kidney dialysis machine or respirator, contact us at 1.800.572.1111 so we can advise you on preparing for storm-related power interruptions.



**POWER RESTORATION: A MATTER OF PRIORITY**

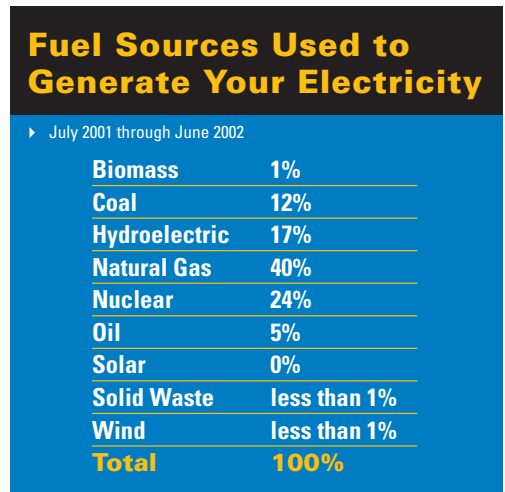
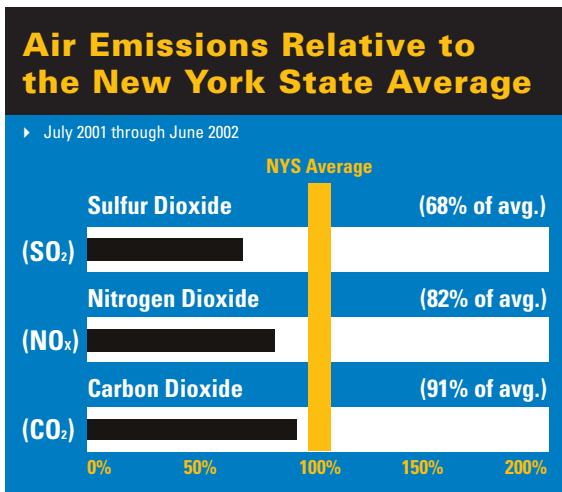
## HOW DOES NYSEG RESPOND TO STORM-RELATED POWER INTERRUPTIONS?

First, we remove any immediate hazards, such as live, fallen power lines. Second, we repair our main facilities, and then our local substations that feed electricity to your neighborhood. Next, we work on our distribution system, including poles and power lines along roads and the wires leading to your home or business. Highest priority is given to areas that supply critical facilities such as hospitals, nursing homes, and fire and police stations. Critical customers who need power for life support (such as respirators) are also given high priority.

# 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](http://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](http://dps.state.ny.us).

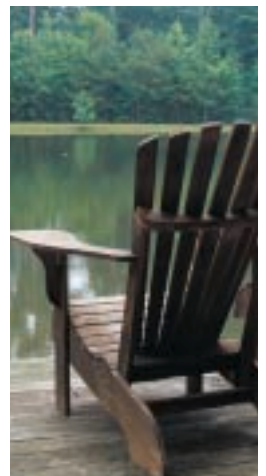


▲ NYSEG's sources of electricity supply are cleaner than the New York State average.

## *Seasonal-use service rate* **keeps you** **connected**

Our seasonal-use service rate is specially designed for the convenience of residential customers with summer homes, hunting cabins or other residences that use little or no electricity for 6 to 8 months of the year. In most cases, seasonal-use service is more economical than having your electricity turned on and off every year.

**For more information, call us at 1.800.572.1111.**



# Three factors affect your natural gas bills

With heating season approaching, it's a good time to keep in mind the three factors that affect your natural gas bills:

**1 Delivery prices.** NYSEG's natural gas **delivery** prices remain frozen where they have been since 1995.

**2 Supply prices.**

▶ If you receive your natural gas **supply** from NYSEG, you pay the market-based wholesale price for that **supply**. NYSEG makes no profit on natural gas supply.

These market-based prices, which change daily, are determined by how much natural gas is available and how much natural gas utilities and competitive suppliers need to buy for their customers – *supply* and *demand*.

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

**3 How much natural gas you use.** Weather can have a major impact on how much natural gas you use, particularly if you use natural gas to heat your home or business. And, of course, the more you use, the more you can expect to pay, as is true with any product.

## Turning on or turning off service?

**Let us know as soon as you know.** If you need to have NYSEG electricity or natural gas service turned on or off, there are **2 ways** to make it happen:

- Online at [nyseg.com](http://nyseg.com).
- By calling 1.800.572.1111, 7 a.m. to 7 p.m., Monday through Friday.

So we can best meet your expectations, please contact us as far in advance as possible. We can schedule your request even months in advance. In all circumstances we need **at least** 24 hours' notice.

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

  
An Energy East Company

**NYSEG**  
Reliable. Essential.