

Energy *Lines*

NYSEG

September 2003

VALUABLE CUSTOMER INFORMATION



Dear Customer,

On August 14, 2003, more than 50 million people in the Northeast, Midwest and Canada lost power in what was the largest electric emergency in the history of North America.

Since then, many of our customers have asked about the role of the New York Independent System Operator (NYISO). The NYISO is a not-for-profit organization that operates independently of the state's utilities and has its own governance board. A major NYISO responsibility is to ensure the reliability of the state's high-voltage electric transmission system. In this capacity it:

- ◆ Monitors the production and availability of electricity;
- ◆ Makes certain that an adequate amount of power is maintained; and
- ◆ Coordinates supply and demand with similar agencies in New England and the mid-Atlantic regions.

During the massive restoration effort that took place, NYSEG took its direction from the NYISO as it worked to stabilize the statewide electricity system. And with NYSEG people and others pulling together as a team, we were able to restore service to affected customers in less than 18 hours. Further information about the NYISO can be found at nyiso.com.

We thank our customers for their patience and understanding during this most unusual event. We are proud to be your provider of essential electricity and natural gas service.



James Laurito
President, NYSEG

Put your home or business *in a new light*

To make your property safer and more secure, outdoor lighting is one of the best investments you can make.

NYSEG's *SafeGuard™ Lighting* is a convenient, leased-lighting program. We'll help you pick the best fixtures for your lighting needs, and install and maintain the lights – all for as little as \$10 per month for your home or \$20 per month for your business. That includes the electricity to operate the lights.

SafeGuard Lighting gives you convenience, security, increased visibility and highly efficient lighting all in one.

For more information on convenient, highly efficient *SafeGuard Lighting*, contact NYSEG at **1-800-684-2336**.



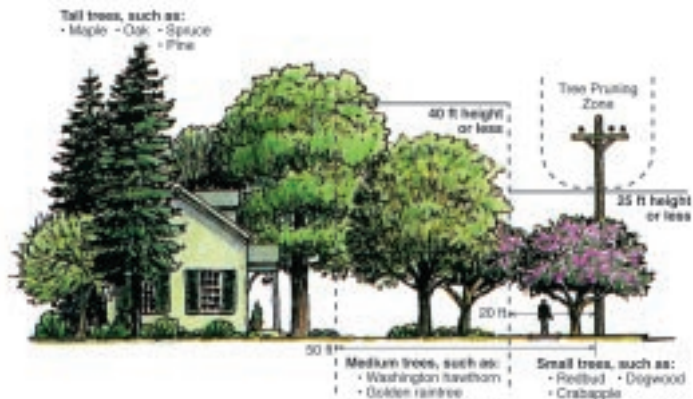
Remember: Eastern Daylight Time ends October 26. Our meter clocks are set on Eastern Standard Time. If you use our day-night or time-of-use service rates, make sure all of your appliance timers match the clock in the electric meter.

Your feedback is important!

If you've had contact with us recently – by phone, e-mail or in person – you may have received a Customer Satisfaction Survey in the mail. It's your opportunity to tell us how you feel about the service we provided.

Please take a few minutes to complete the survey. Hearing from you can help us provide even better service in the future.

Take care when



It's time to get your *heating system checked*

Fuel-burning heating systems that are not working properly can produce dangerous – and sometimes deadly – carbon monoxide (CO), a colorless, odorless gas. We recommend having your heating system, vents and chimney checked by a professional once a year.

Be sure to also follow these safety precautions:

- * Never use a natural gas stove or range to heat a room.
- * Automatic flue dampers must only be installed by professionals and hand-operated flue dampers should never be used.
- * Make sure all combustible products and materials are kept away from heating equipment.
- * All natural gas heating equipment must have sufficient fresh air to ensure complete combustion.



If you suspect a carbon monoxide problem, play it safe – get fresh air and seek medical attention. If you are a NYSEG natural gas customer, call us at **800.572.1121**. We'll respond promptly to make sure you are safe.

planting trees

Here in the Northeast, fall is the best time to plant trees. “The soil is still warm and moist, and the roots can establish themselves a bit before winter sets in,” says Peg Engasser, NYSEG’s forester in Ithaca. “Then the tree will be more prepared to grow in the spring.”

If you decide to plant a tree, take care when choosing a location. Trees are the leading cause of electricity service interruptions for NYSEG customers, so it's

important to avoid planting trees near power lines. 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 and minimize interference with power lines.

For more information about planting trees, visit arborday.org (The National Arbor Day Foundation) or call 888.448.7337.

Three factors *affect your natural gas bills*

The heating season is just around the corner, and 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 price for that **supply**. NYSEG makes no profit on natural gas supply.

Market prices, which change throughout the day, are determined by *supply* and *demand* in the marketplace (how much natural gas is available, and how much utilities and competitive suppliers need to purchase for their customers).

If you receive your natural gas **supply** from a competitive supplier, what you pay depends on the arrangement you have with that supplier.
- 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 for heating. And, of course, the more you use, the more you can expect to pay, as is true with any product.

A note about the market price of natural gas – While NYSEG's natural gas **delivery** prices are frozen, the changing market price of the natural gas you use (**supply**) has a considerable impact on your natural gas bills. For example, the market price of natural gas **supply** is nearly double what it was a year ago.

Be **energy** *smart*

It's important to have your heating system checked by a professional to make sure it is safe and working properly.

Here are some other tips for using energy wisely during the heating season:

- Clean or replace furnace filters when they get dirty or once every month.
- Keep heating supply and return registers and radiators clean. Remove any obstructions such as furniture or draperies.
- Set your thermostat at 65° Fahrenheit during the day, and lower it to 60° F at night. (This may not be advisable if you have elderly persons or young children in your home.) Or – consider installing a programmable thermostat.
- Open draperies on south-facing windows during the day to let in heat from the sun and close them at night or on cloudy days to keep heat in.
- Close all heat registers in unused rooms.
- Dress in warm layers.

