

Energy *Lines*

NYSEG

October 2004

VALUABLE CUSTOMER INFORMATION

voice

your choice



▶ **COMING SOON TO YOUR MAILBOX**

It's time again to *Voice Your Choice* for your electricity supply.

Through 7 p.m. on December 30, as a NYSEG electricity customer, you have the opportunity to choose your electricity supplier – NYSEG or an energy services company (an ESCO, also known as a supplier). You can also select either a fixed or variable price for your electricity supply.

Your selection takes effect January 1, 2005 and continues through December 31, 2006. Your **enrollment kit** – with full details – will arrive in your mailbox this month.

Can't wait for the kit? Visit www.nyseg.com for the kit, pricing options, a list of ESCOs, and choices available for your account. You can also enroll online.

No matter what electricity supply choice you make, NYSEG will continue to safely and reliably deliver your electricity.

NYSEG IS YOUR ENERGY DELIVERY COMPANY

Your electricity price is made up of **delivery** and **supply** charges. The **delivery** charge is what you pay NYSEG to transport electricity to your home or business. The **supply** charge is what you pay for the electricity purchased on your behalf by NYSEG or an ESCO.





Keep **your family** *safe this winter*

With the heating season right around the corner, here are two important safety tips for you to keep in mind.

First, protect yourself from a silent killer. Carbon monoxide* is a colorless, odorless gas that is the product of incomplete combustion. It can result from a faulty chimney, flue or vent from a heating appliance or water heater. Have your heating system and chimney, flues and vents checked once a year by a professional.

Second, be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call NYSEG immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.

If you are a NYSEG natural gas customer and need to report a natural gas emergency, call us at **1.800.572.1121**.

***Carbon monoxide can be deadly...**

If not working properly, heating systems that burn oil, natural gas, propane, kerosene, wood or coal can produce carbon monoxide (CO), a colorless, odorless gas. When inhaled, carbon monoxide crowds out life-sustaining oxygen from your red blood cells. Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

If you suspect a carbon monoxide problem, play it safe – get fresh air and seek medical attention. And, if you are a NYSEG natural gas customer, call us at 1.800.572.1121.

We'll respond promptly to make sure everything is safe.



Considering a generator?

Consider this first.

Emergency generators have become a popular way to supply stand-by electricity. When properly sized, installed and operated, stand-by generators (also known as emergency or back-up generators), can safely power electrical equipment during power interruptions.

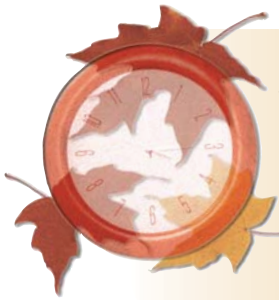
However, you must follow proper procedures, or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into NYSEG's lines, placing NYSEG people who are working to restore service in danger.

Consider getting NYSEG's free *Emergency Generator Safety Booklet*. This brochure gives a brief description of generator types and models, basic operation, information on proper sizing, and a checklist of generator safety guidelines.

It's available at www.nyseg.com or by calling **1.800.572.1111**.



Note: Before purchasing a natural gas-fired generator, you should contact NYSEG at 1.800.572.1111 to ensure that elevated delivery pressure is available at your home or business.



Eastern Daylight Time

ends Sunday, October 31.

Our meter clocks are always set on Eastern Standard Time (EST).

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. The clock on your meter will be reset the next time we read your meter.

Prepare now *for winter storms*

Ice and winter winds can cause power interruptions. Should a problem occur, NYSEG will respond quickly and work diligently to restore power.

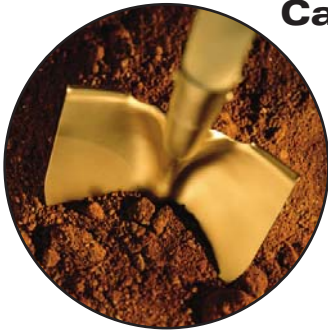
Here are some ideas:

- ❄️ Keep flashlights, a battery-operated radio and a supply of fresh batteries easily accessible.
- ❄️ Keep non-perishable food and bottled water supplies on hand.
- ❄️ Make arrangements for an alternative place to stay in case of a long outage.
- ❄️ Have at least one telephone that does not depend on electricity. (Cordless house phones will not work during a power interruption.)
- ❄️ If someone in your home depends on electric life-sustaining equipment, such as a ventilator or kidney dialysis cycler, call us now at **1.800.572.1111**.



Last minute outdoor projects?

Stay safe when working outdoors



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 notify utility operators in your area 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.

Contractors and customers who call *Dig Safely New York* should be prepared to describe the nature of the planned excavation work, the address of the work site and the two nearest cross streets, and contact information.

Once the call is made, here is what happens:

- ✓ *Dig Safely New York* will tell the caller which entities (utilities and municipalities, for example) may have underground facilities near the work site.
- ✓ *Dig Safely New York* will then contact those entities.
- ✓ Each facility operator that is contacted by *Dig Safely New York* will let the contact person know that underground facilities have been marked off or that none are in the work area.
- ✓ Once the contact person has waited two full working days and has heard from each of the facility operators, excavation work can begin.

Dig Safely. New York

Dig Safely and Dig Safely, New York are used under license from Dig Safe System, Inc.

- Call Before You Dig
- Wait The Required Time
- Confirm Utility Response
- Respect The Marks
- Dig With Care

800-962-7962

www.digsafelynewyork.com

More information is available at www.digsafelynewyork.com.