

Energy Lines

NYSEG

December 2003

VALUABLE CUSTOMER INFORMATION

Help warm the hearts and homes of neighbors in need



Project SHARE

is a joint effort of

NYSEG and the

American Red Cross

Your generous gifts have helped more than 23,000 households since 1982, when NYSEG and the American Red Cross teamed up to form Project SHARE. This emergency energy assistance fund helps elderly and disabled customers, or those with medical emergencies, with home heating costs or repairs, regardless of the fuel type used. Here's just one example of sharing that made a difference:

Eleanor, an elderly resident of a rural community, was without heat because of a problem with her furnace. Unfortunately, she did not have the money to hire a heating contractor. NYSEG referred her to The American Red Cross. A Project SHARE grant was approved and the repairs to Eleanor's furnace were completed promptly.

With cold weather approaching, the need continues to grow. If you'd like to contribute, add exactly \$1, \$2 or \$5 to the amount of your NYSEG bill. Or send a check payable to Project SHARE to: Southern Tier Chapter – American Red Cross | 620 East Main Street | Endicott, NY 13760.

Every dollar sent to Project SHARE is tax-deductible and goes to help someone in need. No administrative costs are deducted from your donation.

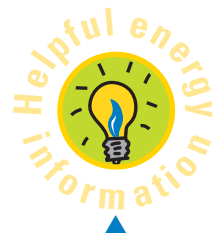
▶ To learn more about Project SHARE, visit nyseg.com or call us at 1.800.572.1111.



*The people at NYSEG wish you and your family
a safe and happy holiday season.*



What's up with *natural gas prices?*



Click on this symbol
at nyseg.com for more
energy information.

Why have natural gas prices been increasing?

First, it's important to remember that the market price of natural gas fluctuates with supply and demand, just like other commodities such as oil, sugar or gold. The long, colder-than-normal winter of 2002-03 brought the amount of natural gas in storage to historic low levels. Because of the high demand to refill gas storage fields and lower-than-normal production levels this past summer, natural gas prices have been on the rise. In fact, the natural gas NYSEG has purchased for consumption during the current heating season cost about double what it did the same time last year.

Were NYSEG's natural gas prices frozen?

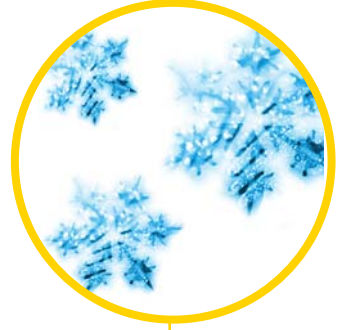
Yes. For seven years, 1995-2002, the price residential customers paid for natural gas **supply** and **delivery** was fixed, or frozen. Beginning in December 2002, NYSEG's residential **delivery** price remained fixed, but the **supply** price (the cost of the natural gas you use) began to fluctuate with the market price of natural gas. NYSEG does not make any profit on natural gas **supply**.

Are natural gas supplies adequate for this winter heating season?

Yes. We don't anticipate any problems obtaining or delivering the natural gas you need.

How are natural gas prices affecting NYSEG's Balanced Billing customers?

Many of our Balanced Billing customers, especially those who use natural gas for heating, can expect to see an increase in their monthly budget installment amount.



In summary...

- While NYSEG's natural gas **delivery** prices are frozen, ups and downs in the market price of the natural gas you use (**supply**) can have a considerable impact on your bill.
- **Supply** accounts for more than half of your natural gas bill. The market price of natural gas **supply** has nearly doubled what it was a year ago.
- Weather can have a major impact on how much natural gas you use. The more you use, the more you can expect to pay.
- NYSEG makes no profit on natural gas **supply**.

Services designed with you in mind

We offer a host of free services to customers with special needs. To sign up for any of these services or to learn more about them, call us at **1.800.572.1111**.



■ Power Partner

Provides energy and financial planning assistance to income-eligible NYSEG customers. Contact Power Partner at **1.800.284.7988**.

■ Friendly Reminder

Enables a friend, agency or organization you designate to receive a copy of any important notices we may send to you – helping you make sure that nothing is overlooked.

■ Hearing and Speech Impairment Assistance

If you use a text telephone (TTY) device in your home, just dial **711**, and ask the New York Relay Service operator to contact NYSEG at **1.800.572.1111**.

■ Sight-Saver Bill

Your NYSEG bill and our *EnergyLines* newsletter are available in large print.

■ Language Line

If you or someone you know has difficulty speaking English, and needs to contact us about their bill or service, call us at **1.800.572.1111** and ask to speak with an interpreter.

■ One Less Worry

One call to us will place your NYSEG bill on hold for 30 days should you or a household member be hospitalized.

■ Critical Customer Care

If you or a member of your household relies on life-sustaining equipment, we'll notify you personally before a planned interruption of your electricity service for maintenance.

■ Convenient Due-Date Billing

If you are retired, disabled or get survivor's benefits, you may not receive your monthly check until after your NYSEG bill is due. If this is the case – and you are a residential customer and head of household – call us. We may be able to change your bill's due date to fit your financial schedule.

■ Special Identification

If you and all other members of your household are either 62 years of age or older, 18 years of age or younger, disabled or blind – please let us know. Our Special Identification program helps us better serve you.



BALANCED BILLING CUSTOMERS PLEASE NOTE

Regular meter readings can help avoid a big credit or a large amount due at the end of your budget year. To help keep your account on an even keel, please make sure our meter readers have access to the meter on scheduled reading dates. Thanks.



Be prepared *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 tips to help you prepare for and stay safe during a power interruption:

❄️ Keep flashlights, a battery-operated radio and a supply of fresh batteries easily accessible.



❄️ Have at least one telephone that does not depend on electricity. (Cordless house phones will not work during a power interruption.)

❄️ Keep non-perishable food and bottled water supplies on hand.

❄️ If someone in your home depends on electric life-sustaining equipment, call us now at **1.800.572.1111**.

❄️ Never use a natural gas or propane oven or range to heat your home.

❄️ Provide an adequate supply of fresh air for combustion when using a fireplace or wood stove.

❄️ Never operate an emergency generator indoors. Follow all safety instructions and place it outside, well away from your home. For more information on emergency generator safety, visit **nyseg.com** or call **1.800.572.1111**.

Some tips for safe

holiday lighting



◆ Use only lights that are approved by Underwriters Laboratories (UL) or other recognized testing organizations.

◆ Discard lights if they have any cracked sockets, loose wire connections or frayed wires.

◆ Never install electric lights on a metal tree.

◆ On an evergreen tree, don't let light bulbs touch needles or branches.

◆ For outdoor lighting, use only lights approved for outdoor use.

◆ Always unplug lights when you leave home or go to bed.

◆ Use only approved extension cords. Cords used outdoor should be rated for outdoor use.

◆ Don't overload electrical circuits.

