



# Electricity rates summary – effective May 1, 2025

PSC No. 120

## Introduction

This document is a general summary of our electricity rates. For a complete description of terms and conditions of service, please refer to our tariffs as approved by the New York State Public Service Commission (PSC) available at [nyseg.com](http://nyseg.com). Questions? Please contact us at **800.572.1111**.

## Electricity service

Your electricity bill is made up of delivery and supply charges. The delivery charge is what you pay us to build and maintain the infrastructure to deliver energy to you through our power lines. The supply charge is what you pay for the electricity you use.

As our electricity customer, you can purchase your electricity supply from us, or an Energy Services Company (ESCO), also known as a supplier, other than NYSEG.

We are your electricity delivery company. Whether you purchase your electricity supply from us or an ESCO, we will continue to deliver your energy safely and reliably. If your power is interrupted or you have questions regarding your electricity delivery service, we will be there for you.

## Overview of electricity supply choices

You can purchase your electricity supply from us or from an ESCO.

If you purchase your electricity supply from us, you will be served under the NYSEG Supply Service (NSS). Under the NSS, NYSEG will provide delivery service and electricity supply. NYSEG does not profit from the supply of electricity.

If you purchase your electricity supply from an ESCO, you will be served under the ESCO Supply Service (ESS). Under the ESS, we will provide only delivery service. Electricity supply will be provided by an ESCO. You should contact ESCOs directly to find out more about their offers, terms, and conditions. A complete list of qualified ESCOs is available at [nyseg.com](http://nyseg.com), or by calling **800.572.1111**.

## Supply service options

**1. NYSEG Supply Service (NSS)** – You can choose to buy your electricity supply from us at a variable price. This election consists of delivery and bill issuance charges with fixed prices per unit; and transition, merchant function and supply charges with variable prices per unit.

- a. The electricity supply charge for customers billed at a non-demand metered rate, which includes residential Service Classification No. 1, nonresidential Service Classification Nos. 5, 6, 9 and non-demand billed Service Classification Nos. 1, 2, and 3 within PSC No. 121 - Street lighting, will reflect a managed mix of supply resources.

- b. The electricity supply charge for customers billed under residential Service Classification Nos. 8 and 12 and at demand metered rates, which includes nonresidential Service Classification Nos. 2, 3, and 7 who are not participating in hourly pricing will reflect the market price of electricity.

**2. ESCO Supply Service (ESS)** – You can choose to buy your electricity supply from an ESCO. This election consists of NYSEG delivery charges with fixed prices per unit, a NYSEG transition charge with a variable price per unit, and supply charges from your ESCO. When taking supply from an ESCO, the ESCO determines whether the supply charges appear on your NYSEG bill or if they will issue a separate bill.

**3. Hourly pricing** – This service is mandatory for some customers and voluntary for other customers who take service under Service Classifications Nos. 2, 3, 7 and 11. Service Classification No. 2, 3, 7 or 11 customers can purchase hourly priced electricity supply from either us or an ESCO.

- a. If you take electricity supply from an ESCO, you will be responsible for NYSEG delivery charges with fixed prices per unit and a transition charge with a variable price per unit, as described in the applicable service classification.
- b. If you take electricity supply from us, you will be responsible for NYSEG delivery and bill issuance charges with fixed prices per unit; transition and merchant function charges with variable prices per unit; and a supply charge that changes hourly with the market price (including losses, unaccounted for energy, capacity and capacity reserve).

## Residential and Nonresidential service classifications

You are responsible to select the most advantageous Service Classification (SC) for which you qualify. Upon request, we are happy to help you determine which service classification may be best for you.

### Residential service rates – SC1, SC8, SC12

Generally, you qualify for residential rates if you reside in a single-family, private dwelling unit or family farm with single-phase service. Each apartment or residential dwelling unit in a multi-unit building must be separately metered, unless the unit's internal wiring was installed before January 1, 1977. Residential rates are also available to religious houses of worship, religious schools, not-for-profit corporations' community residences for the mentally disabled, and

not-for-profit veterans' organizations' posts and halls with single or three-phase service. To qualify for these residential service rates, a dwelling unit's estimated connected load for any nonresidential use cannot exceed 1.5 kilowatts (kW).

### Nonresidential service rates

- **General service without demand billing – SC6, SC9**  
A nonresidential customer qualifies for these rates if use has an estimated or metered demand of 5 kW or less and is served at secondary voltages (120 to 480 volts).
- **General service with demand billing – SC2**  
A nonresidential customer qualifies for this rate if use has a metered demand greater than 5 kW but less than 500 kW and is served at secondary voltages (120 to 480 volts).
- **Primary service with demand billing – SC3**  
A nonresidential customer qualifies for this rate if use has a metered demand greater than or equal to 25 kW but less than 500 kW and is served at primary distribution or primary subtransmission voltages (2,400 to 34,500 volts – regulated; or 34,500 to 46,000 volts – non-regulated).
- **Large general service time-of-use rates – SC7**  
A nonresidential customer qualifies for this rate if use has a billed demand of 500 kW or more. Agricultural SC2 customers and any SC2 or SC3 customer qualifying for certain NYSEG economic development incentives may also request these rates.

## Definitions of selected terms

**Bill issuance charge** – Charge to cover the cost to produce and send a bill and to process payment. ESCO customers will not be assessed this charge by us if their ESCO electricity supply charges appear on their NYSEG bill.

**Merchant Function Charge (MFC)** – Reflects the administrative costs of obtaining electricity supply. Customers with an ESCO are not charged for this service by NYSEG. Charge varies monthly.

**Late payment charge** – Will be assessed at 1.5% per month on any unpaid balance, including service billing arrears and unpaid late payment charges.

**Make-whole charge** – In accordance with the Public Service Commission order issued October 12, 2023 in Case 22-E-0317, the make-whole energy charge recovers shortfalls in delivery revenues such that NYSEG and its customers would be in the same position had rate year 1 rates gone into effect on May 1, 2023. The make-whole energy charge commences November 1, 2023 and remains in effect through April 30, 2026. It will be combined with the delivery charge on customers' bills.

**Recovery charge** - Is a charge approved in a financing order issued to NYSEG by the New York State Public Service Commission. NYSEG Storm Funding, LLC is the owner of the rights to the Recovery Charge. NYSEG is acting as a collection agent or servicer for NYSEG Storm Funding, LLC.

## Applicable to SC 1, 2, 3, 6, 7, 8, 9, 12

**Customer charge** – Charge represents part of the cost of providing service and will be billed whether or not you use any electricity. Based on 25 to 35 days of service, the customer charge will be prorated for any longer or shorter period using a 30-day billing period.

**Delivery charge** – What you pay us to transport electricity to your home or business over our power lines and is billed as a fixed rate on a per kilowatt-hour (kWh) basis.

**Transition Charge (TC)** – Reflects the costs of making the electricity industry more competitive and also collects costs associated with various programs (e.g., dynamic load management, value of distributed energy resources, energy storage, electric vehicle make-ready). The TC can be a charge or credit, varies monthly, and is applied on a per kWh basis and on a per kW and per kWh basis for demand-billed service classifications.

**Supply charge** – What you pay for electricity purchased on your behalf by NYSEG or an ESCO.

**System Benefits Charge (SBC)** – A per kWh charge used to fund energy efficiency programs, low income assistance and energy research and development.

**Revenue Decoupling Mechanism (RDM)** – A charge or credit on your bill that reflects the difference between forecast and actual delivery service revenues by service classification to encourage the promotion of energy efficiency and renewable technologies.

**Taxes on delivery charge** – Used to pay the gross receipts tax imposed by New York state and/or local municipalities. The rate will vary depending on the town, village or city and may change based on state or local government actions. Applied to the subtotal of all other delivery charges.

**Taxes on supply charge** – Used to pay the gross receipts tax imposed by New York state and/or local municipalities. The rate will vary depending on the town, village, or city and may change based on state or local government actions. Applied to the subtotal of all other NYSEG supply charges.

**Sales taxes** – May be applied to NYSEG supply customers' bills in two forms: County sales tax and state sales tax. The New York state portion and the County portion for certain counties does not apply to residential SCs. These taxes may change based on state or local government actions.

## Applicable to SC 2, 3, 7

**Demand charge** – Determined using the maximum demand occurring during the monthly billing period and billed as a fixed rate calculated on a per kW basis.

**Metered demand and billing demand** – Our electronic and mechanical demand meters record energy use in kWh over a 15-minute (for SC3 or SC7 customers) or 30-minute (for SC2 customers) period. The recorded kWh are then used to calculate the average demand, in kW, for that 15- or 30-minute period. This demand information is then stored in the meter. The meter continues to calculate a new average demand every 15 or 30 minutes.

When an average demand exceeds the previous average demand, it replaces the previous average demand stored in the meter. This process continues throughout the billing period and provides us with the highest average 15- or 30-minute demand for that billing period. This highest average demand, sometimes called the metered demand, is reset to "0" after the meter is read.

We then use the metered demand reading for the billing period to determine the billing demand.

This billing demand is adjusted for bimonthly billed customers, if appropriate, and then multiplied by the service classification's demand charge.

**Reactive charge per month (rkvah)** – When a metered demand is at least 200 kW for two months, we install a special meter to measure the reactive kilovolt ampere hours (rkvah). A customer is billed for the rkvah used that exceeds one-fourth of the metered kWh used. The difference between rkvah and one-fourth of the kWh used, known as the billing rkvah, indicates a low power factor. Power factor is the relationship between the energy actually supplied to the customer's equipment and the energy being effectively used by this equipment. Motors, magnetic lighting ballasts, and other equipment requiring magnetic fields to operate can adversely impact power factor.

## Service Classification No. 1 – Residential service

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

### Electricity delivery charges:

Customer charge .....	\$19.00
Bill issuance charge* .....	\$0.89
Delivery charge per kWh .....	\$0.09507
Make-whole charge per kWh.....	\$0.00276
Transition Charge (TC) per kWh.....	Variable (TCS statement)
System Benefits Charge (SBC) .....	Rate per kWh (SBC statement)
Rate Decoupling Mechanism (RDM) adjustment .....	Rate per kWh (RDM statement)
Recovery charge.....	Rate per kWh (RCS statement)

### Electricity supply charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO

### Taxes and other charges:

Revenue surcharges .....	Percentage applicable to delivery and supply charges (TSP Statement)
Sales tax.....	Statutory NYS and County sales tax rates, where applicable
Late payment charges .....	1.5% per month on any unpaid balance

**Seasonal rate** – An SC1 customer who uses little or no electricity in their dwelling unit for six to eight months may request our seasonal rate. This rate is particularly helpful for customers who own cottages and other types of seasonal dwellings. During this six- to eight-month period, the customer is only billed for their electric use per kWh. The total yearly bill for an SC1 seasonal account shall not be less than the sum of 12 customer charges and bill issuance charges combined (noted in the electricity delivery charges above).

## Service Classification No. 2 – General service with demand billing

**Eligibility:** Generally, applies to a nonresidential customer with billing demand of more than 5 kW and less than 500 kW.

- If an SC2 customer's meter is read every two months, we will reduce the customer's highest metered demand reading for the billing period by 5% and use the resulting kW figure to determine the customer's billing demand. The billing demand is then multiplied by the monthly demand charge listed below, and the results are doubled to obtain the customer's demand bill for the two-month period.

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

### Electricity delivery charges:

Customer charge.....	\$49.00
Bill issuance charge* .....	\$0.89
Demand charge per kW .....	\$18.11
Make-whole charge per kW.....	\$0.47
Delivery charge per kWh .....	\$0.00066
Reactive charge per billing (rkvah).....	\$0.00078
Transition Charge (TC) .....	Variable (TCS statement)
System Benefits Charge (SBC) .....	Rate per kWh (SBC statement)
Rate Decoupling Mechanism (RDM) adjustment .....	Rate per kWh (RDM statement)
Recovery charge.....	Rate per kW (RCS statement)

### Electricity supply charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO

**Taxes and other charges:**

Revenue surcharges ..... Percentage applicable to delivery and supply charges (TSP statement)  
Sales tax ..... Statutory NYS and County sales tax rates, where applicable  
Late Payment Charges ..... 1.5% per month on any unpaid balance

\* A per-bill charge appearing in the **Miscellaneous charges** section of the bill.

**Service Classification No. 3 – Primary service with demand billing**

**Eligibility:** Generally, applies to a nonresidential customer with billing demand of more than 25 kW and less than 500 kW and is served at primary distribution or primary subtransmission voltages (2,400 to 34,500 volts – regulated; or 34,500 to 46,000 volts – non-regulated).

- If an SC3 customer’s metered demand for any two billing periods during the last 12 months is 500 kW or more, the customer’s account will be automatically reclassified and billed as an SC 7-2 or SC 7-3 account.
- An SC3 customer who has at least 12.5 kW of newly installed equipment designed to operate during the off-peak period, or who is receiving a NYSEG economic development incentive, may request reclassification to SC7, designed for our large general service time-of-use rates.

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

**Electricity delivery charges:**

	<b>Primary voltage</b>	<b>subtransmission voltage</b>
Customer charge .....	\$185.00	\$450.00
Bill issuance charge* .....	\$0.89	\$0.89
Demand charge per kW .....	\$14.14	\$8.53
Make-whole charge per kW .....	\$0.43	\$0.27
Delivery charge per kWh .....	\$0.00066	\$0.00
Reactive charge per billing (rkvah) .....	\$0.00078	\$0.00078
Transition Charge (TC) .....	Variable (TCS statement)	
System Benefits Charge (SBC) .....	Rate per kWh (SBC statement)	
Rate Decoupling Mechanism (RDM) adjustment .....	Rate per kWh (RDM statement)	
Recovery charge .....	Rate per kW (RCS statement)	

**Electricity supply charges (customers select one of the two offered):**

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO
3. Hourly pricing ..... NYSEG or ESCO pricing

**Taxes and other charges:**

Revenue surcharges ..... Percentage applicable to delivery and supply charges (TSP statement)  
Sales tax ..... Statutory NYS and County sales tax rates, where applicable  
Late payment charges..... 1.5% per month on any unpaid balance

**Service Classification No. 6 – General service without demand billing**

**Eligibility:** Generally, applies to a nonresidential customer with demands of less than 5 kW and served at secondary voltage (120 to 480 volts).

When an SC6 customer uses 2,000 kWh or more each month for two consecutive months, a demand meter will be installed on the customer’s service to record the demand for electricity. If the metered demand exceeds 5 kW during any billing period, the customer’s account will be reclassified as an SC2 account.

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

**Electricity delivery charges:**

Customer charge .....	\$22.00
Bill issuance charge* .....	\$0.89
Make-whole charge per kWh .....	\$0.00359
Delivery charge per kWh .....	\$0.11979
Transition Charge (TC) per kWh .....	Variable (TCS statement)
System Benefits Charge (SBC) .....	Rate per kWh (SBC statement)
Rate Decoupling Mechanism (RDM) adjustment .....	Rate per kWh (RDM statement)
Recovery charge .....	Rate per kWh (RCS statement)

**Electricity supply charges (customers select one of the two offered):**

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO

**Taxes and other charges:**

Revenue surcharges ..... Percentage applicable to delivery and supply charges (TSP statement)  
 Sales tax ..... Statutory NYS and County sales tax rates, where applicable  
 Late payment charges.....1.5% per month on any unpaid balance

\* A per-bill charge appearing in the **Miscellaneous charges** section of the bill.

**Service Classification No. 7 – Primary service with demand billing**

**Eligibility:** Generally, applies to a nonresidential customer with billing demand of 500 kW or more in two of the previous 12 months.

- Agricultural SC2 customers and any SC2 or SC3 customer qualifying for certain NYSEG economic development incentives, or any SC3 customer adding 12.5 kW or more of controlled load may also request these rates.

**Time period:**

- **On-peak period: January through December**, Monday through Friday, 7 a.m. to 10 p.m. local time
- **Off-peak period: January through December**, Monday through Friday, 10 p.m. to 7 a.m. local time  
**All weekends, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day**, 10 p.m. to 7 a.m. local time

SC7-1 – Large general service at secondary voltages .....120-480 volts  
 SC7-2 – Large general service at primary voltages .....2,400 to 34,500 or 46,000 volts – regulated  
 SC7-3 – Large general service at subtransmission voltages .....34,500 or 46,000 volts – non-regulated  
 SC7-4 – Large general service at transmission voltages .....115,000 volts and above – non-regulated

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

**Electricity delivery charges:**

	<b>SC 7-1 Secondary</b>	<b>SC 7-2 Primary</b>	<b>SC 7-3 Sub Transmission</b>	<b>SC 7-4 Transmission</b>
Customer charge	\$375.00	\$1,350.00	\$3,000.00	\$5,900.00
Make-whole customer charge	\$12.42	\$41.17	\$88.22	\$168.58
Bill issuance charge*	\$0.89	\$0.89	\$0.89	\$0.89
Demand charge per kW	\$14.77	\$13.94	\$3.76	\$2.05
Make-whole charge per kW	\$0.33	\$0.35	\$0.10	\$0.05
Reactive charge per billing (rkvah)	\$0.00078	\$0.00078	\$0.00078	\$0.00078

Transition Charge (TC) ..... Variable (TCS statement)  
 System Benefits Charge (SBC) ..... Rate per kWh (SBC statement)  
 Rate Decoupling Mechanism (RDM) adjustment ..... Rate per kW (RDM statement)  
 Recovery charge..... Rate per kW (RCS statement)

**Electricity supply charges (customers select one of the two offered):**

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
 Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO
3. Hourly pricing ..... NYSEG or ESCO pricing

**Taxes and other charges:**

Revenue surcharges ..... Percentage applicable to delivery and supply charges (TSP statement)  
 Sales tax ..... Statutory NYS and County sales tax rates, where applicable  
 Late payment charges.....1.5% per month on any unpaid balance

\* A per-bill charge appearing in the **Miscellaneous charges** section of the bill.

## Service Classification No. 8 – Residential service - day/night rate

**Eligibility:** Generally, applies to any customer who would otherwise be served under SCI and has consumption of more than 1,000 kWh each month. The use of this service is voluntary for all customers.

### Time period:

- **Day time period:** 7 a.m. to 11:30 p.m. Eastern Standard Time (EST) or 8 a.m. to 12:30 a.m. Daylight Saving Time (DST)
- **Night time period:** 11:30 p.m. to 7 a.m. EST or 12:30 a.m. to 8 a.m. DST

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

### Electricity delivery charges:

Customer charge .....	\$22.00
Bill issuance charge* .....	\$0.89
Day delivery charge per kWh .....	\$0.08804
Night delivery charge per kWh .....	\$0.08804
Make-whole charge per kWh.....	\$0.00230
Transition Charge (TC) per kWh .....	Variable (TCS statement)
System Benefits Charge (SBC) .....	Rate per kWh (SBC statement)
Rate Decoupling Mechanism (RDM) adjustment .....	Rate per kWh (RDM statement)
Recovery charge.....	Rate per kWh (RCS statement)

### Electricity supply charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO

### Taxes and other charges:

Revenue surcharges .....	Percentage applicable to delivery and supply charges (TSP statement)
Sales tax .....	Statutory NYS and County sales tax rates, where applicable
Late payment charges.....	1.5% per month on any unpaid balance

**Seasonal rate** – An SC8 customer who uses little or no electricity in their dwelling unit for six to eight months may request our seasonal rate. This rate is particularly helpful for customers who own cottages and other types of seasonal dwellings. During this six- to eight-month period, the customer is only billed for their electric use per kWh. If an SC 8 customer requests this rate, their daytime and nighttime kWh are combined and billed per kWh during this six-to-eight-month period. The total yearly bill for an SC8 seasonal account shall not be less than the sum of 12 customer charges and bill issuance charges combined (noted in the electricity delivery charges above).

## Service Classification No. 9 – General service without demand billing - day/night rate

**Eligibility:** Generally, applies to a nonresidential customer with demands of less than 5 kW or uses 2,000 kWh or more per month during the “Day” period and served at secondary voltage (120 to 480 volts). The use of this service is voluntary for all customers.

### Time period:

- **Day time period:** 7 a.m. to 11:30 p.m. Eastern Standard Time (EST) or 8 a.m. to 12:30 a.m. Daylight Saving Time (DST)
- **Night time period:** 11:30 p.m. to 7 a.m. EST or 12:30 a.m. to 8 a.m. DST

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

### Electricity delivery charges:

Customer charge.....	\$26.00
Bill issuance charge* .....	\$0.89
Day delivery charge per kWh .....	\$0.09203
Night delivery charge per kWh .....	\$0.09203
Make-whole charge per kWh.....	\$0.00223
Transition Charge (TC) per kWh .....	Variable (TCS statement)
System Benefits Charge (SBC) .....	Rate per kWh (SBC statement)
Rate Decoupling Mechanism (RDM) adjustment .....	Rate per kWh (RDM statement)
Recovery charge.....	Rate per kWh (RCS statement)

### Electricity supply charges (customers select one of the two offered):

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO

**Taxes and other charges:**

Revenue surcharges ..... Percentage applicable to Delivery and Supply charges (TSP Statement)  
Sales tax ..... Statutory NYS and County sales tax rates, where applicable  
Late payment charges.....1.5% per month on any unpaid balance

\* A per-bill charge appearing in the **Miscellaneous charges** section of the bill.

**Service Classification No. 12 – Residential service - time of use rate**

**Eligibility:** Generally, applies to any customer who would otherwise be served under SC1 and has an annual consumption of more than 35,000 kWh. The use of this service is voluntary for all customers.

**Time period:**

• **On-peak period**

- **Summer: June, July and August,** Monday through Friday, 10 a.m. to 6 p.m. EST or 11 a.m. to 7 p.m. DST
- **Winter: December, January and February,** Monday through Friday, 7 a.m. to 10 a.m. and 5 p.m. to 10 p.m. EST

• **Mid-peak period**

- **All weekends, New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day:** 7 a.m. to 11:30 p.m. EST or 8 p.m. to 12:30 p.m. DST
- **Spring: March, April and May,** Monday through Friday, 7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 a.m. DST
- **Summer: June, July and August,** Monday through Friday, 7 a.m. to 10 a.m. and 6 p.m. to 11:30 p.m. EST or 8 a.m. to 11 a.m. and 7 p.m. to 12:30 a.m. DST
- **Autumn: September, October and November,** Monday through Friday, 7 a.m. to 11:30 p.m. EST or 8 a.m. to 12:30 a.m. DST
- **Winter: December, January and February,** Monday through Friday, 10 a.m. to 5 p.m. and 10 p.m. to 11:30 p.m. EST

• **Off-peak period**

- **January through December:** Monday through Sunday and New Year’s Day, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day, 11:30 p.m. to 7 a.m. EST or 12:30 a.m. to 8 a.m. DST

**Rates:** (Note: Any statement referenced below can be found in our published tariffs at [nyseg.com](http://nyseg.com).)

**Electricity delivery charges:**

Customer charge.....	\$30.00
Bill issuance charge* .....	\$0.89
On-peak delivery charge per kWh.....	\$0.07283
Mid-peak delivery charge per kWh .....	\$0.07283
Off-peak delivery charge per kWh.....	\$0.07283
Make-whole charge per kWh.....	\$0.00181
Transition Charge (TC) per kWh .....	Variable (TCS statement)
System Benefits Charge (SBC) .....	Rate per kWh (SBC statement)
Rate Decoupling Mechanism (RDM) adjustment .....	Rate per kWh (RDM statement)
Recovery charge.....	Rate per kWh (RCS statement)

**Electricity supply charges (customers select one of the two offered):**

1. NYSEG Supply Service (NSS)..... Varies monthly – see [nyseg.com](http://nyseg.com)  
Merchant Function Charge (MFC)..... Variable rate per kWh (MFC statement)
2. ESCO Supply Service (ESS)..... Determined by ESCO

**Taxes and other charges:**

Revenue surcharges ..... Percentage applicable to delivery and supply charges (TSP statement)  
Sales tax ..... Statutory NYS and County sales tax rates, where applicable  
Late payment charges.....1.5% per month on any unpaid balance

\* A per-bill charge appearing in the **Miscellaneous charges** section of the bill.

## How to contact us

### Emergency numbers, available 24 hours a day:

- Electricity interruptions or emergencies: **800.572.1131**
- Natural gas odors or emergencies: **800.572.1121**

### Email:

Send an email to [custserv@nyseg.com](mailto:custserv@nyseg.com).

### Mail:

- Bill payment NYSEG, P.O. Box 847812  
Boston, MA 02284-7812
- Customer Care Center NYSEG, P.O. Box 5240  
Binghamton, NY 13902-5240

Payment arrangements: **888.315.1755**

Service and billing questions: **800.572.1111**

### Deaf and hard of hearing:

Dial 711 (New York Relay Service)

### Automated services line: **800.600.2275**

Call anytime 24/7 to enter a meter reading, pay by phone, learn your account balance and more.

Online account services at  
[nyseg.com/MyAccount](https://nyseg.com/MyAccount)



Part of our commitment to the environment,  
printed on recycled paper using soy inks



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