



EnergyLines

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'Residential Consumer Discount' Replaces 'Hydroelectric Power Savings' on Bills

Effective August 1, residential electricity customers will note a change in the **upper right corner on page 1** of their bills: the 'Residential consumer discount' will replace the 'Hydroelectric power savings.'

Why the change? In April, the state legislature and Governor Cuomo launched Recharge New York, an economic development program that gives New York businesses the ability to buy low-cost power and spend the savings on retaining and creating jobs.

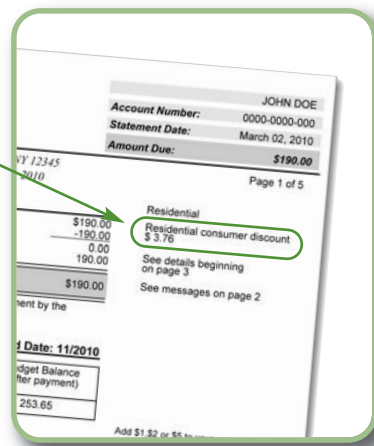
In order to make this economic development program robust, it relies on the block of hydroelectric power from the New York Power Authority (NYPA) that used to benefit the residential customers of certain upstate utilities in the form of a monthly bill discount.

Rather than simply take away the NYPA hydroelectric power – and the benefit to residential customers – the legislature and governor saw fit to provide a new discount to replace the lost credit.

Funds from NYPA for the new 'Residential consumer discount' will total:

- \$100 million for the 12-month periods beginning August 1, 2011, 2012 and 2013.
- \$70 million for the 12-month periods beginning August 1, 2014 and 2015.
- \$30 million for each 12-month period beginning August 1, 2016.

The funds available to each utility for the new monthly credit will be proportional to the amount of NYPA hydroelectric power the utility has purchased in the past. The mechanics of the new credit have been developed with the New York State Public Service Commission and NYPA.



Outage Central Online Lets You Report a Power Outage and Get Restoration Updates

If your electricity service is out and you have Internet access (from a laptop, other device or another location) you can notify us and get restoration updates at nyseg.com (click on the "Outage Central" tab). You can also still call us anytime at **1.800.572.1131**.

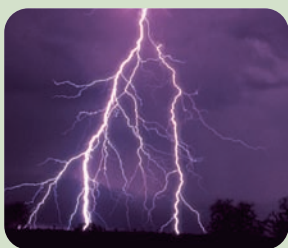
Once at Outage Central, **to view current outages**, click on "Outage Information." Only areas with known outages are shown, and, if available, the estimated restoration times will be displayed. Learn more by:

- Clicking on a county name to view outages by municipality in the county, and click further to view outages by street/road.
- Once at the street/road level, if available, estimated restoration times will display. The times displayed will be the longest known restoration time for that area. So, customers on the same road may have different restoration times than the one displayed. We'll also indicate "assessing" if a crew is investigating the outage.



Check back frequently as this information is regularly updated. This information may change if weather or other circumstances cause additional outages or if we locate previously unknown damage to our system.

See reverse side for storm preparation tips >>



Stay away from downed power lines and tell others to stay away. Even lines that appear “dead” can be deadly. Call us immediately at **1.800.572.1131** to report downed power lines.

If you or a member of your household relies on life-sustaining equipment don't wait, contact us now at **1.800.572.1111**.

Be Prepared for Storms

When a storm strikes, NYSEG is ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

If Your Power Is Interrupted:

- Check to see if your neighbors' power is out. If it isn't, double check your own circuit breakers or fuse box. Call us at **1.800.572.1131** to report a power interruption.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your refrigerator or freezer to help extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at **nyseg.com**.

Beat the Heat as Summer Winds Down

Summer heat can be a serious health threat. Knowing how to stay cool when the temperatures peak may protect you and your family from the dangers of hyperthermia.

Hyperthermia is a medical condition that can occur if the body isn't able to stay cool. Being less active on extremely hot days can lower the risks of hyperthermia, but sometimes that isn't enough. Older persons and those with chronic health problems are especially at risk of hyperthermia. The good news is that hyperthermia can easily be prevented. To begin with, **know the warning signs:**

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

To lessen the possibility of hyperthermia:

- Drink plenty of water and avoid alcohol.
- Use a fan or air conditioner.
- Wear light colors and loose-fitting clothing.



- Limit your physical activity.
- If you begin to feel overheated, take a break and head for the shade.
- Take cool showers or baths.
- Check your medications for any side effects that could increase your risk of hyperthermia.
- Eat more salads and lighter foods.
- Don't overuse salt.

If you suspect that you or a family member are suffering from hyperthermia, seek medical attention immediately.

Use Energy Wisely

There are still many opportunities to practice wise energy use this summer, which include staying cool indoors:

- Close blinds and drapes to block direct sunlight.
- Whenever possible, use fans instead of air conditioners.

- Attic fans, window fans, floor and table fans are cost-effective ways to stay cool.
- Window fans provide better ventilation.
- Set your air conditioner thermostat no lower than 78 degrees – higher if you will be away from home.
- Avoid cooking, baking and other indoor heat-producing activities on hot days.