

# NYSEG

# Energy Lines

*Last minute outdoor projects?*

**Call BEFORE you dig.**

www.digsafelynewyork.com

**1.800.962.7962**

August 2006

*In the wake of devastating flooding* throughout NYSEG's service area, our first goal was to make customers safe, and our second goal was to help customers get their lives back to normal as quickly as possible. Due to the extent of the damage, for many customers the quest to resume normal lives still continues, and so does our work to assist them.

**For customers whose homes or businesses have been directly affected by flooding**, please call 1.800.572.1131 for service restoration or termination. If you are having difficulty paying your bill, call 1.888.315.1755. The sooner we hear from you, the sooner we can work together.

**For most customers**, the major flooding interrupted our regular meter reading schedule. We apologize for any inconvenience and ask for your patience as we return to normal meter reading operations.



## PRODUCTS & SERVICES THAT WORK FOR YOU

### Turning on *or* turning off service?

#### Attention College Students and Seasonal Customers >>

If you need your NYSEG service turned on or off, let us know as soon as you know – don't wait to contact us as we can schedule your request months in advance!

There are **2 ways** to contact us:

- Online at **nyseg.com**.
- By calling 1.800.572.1111, 7 a.m. to 7 p.m., Monday through Friday.

So we can best meet your expectations, please contact us as far in advance as possible. In all circumstances we need **at least** 24 hours notice. If the meter is inside, we will need to have you present or you'll need to make access arrangements with us in advance.

### Read Your NYSEG Meter? Here Are Some Important Updates to NYSEG's Meter Reading Service

NYSEG personnel make every attempt to read the meter every other month. On the months we do not read the meter, you will receive a bill based on estimated use. If you would prefer to be billed based on actual energy use, you can provide NYSEG with a meter reading to replace the estimate.

If you prefer to always provide us with a meter reading, you may wish to enroll in NYSEG's Meter Reading Reminder service, where we notify you by phone or U.S. Mail in advance of when the meter reading is due. To enroll, please contact us at nyseg.com or call 1.800.572.1111.

#### If you wish to provide us with a meter reading, you can do so by:

- Creating a Login ID and password at nyseg.com and using our secure meter reading form
- Calling our automated services line at 1.800.600.2275, and speaking or using your touch-tone phone keys, or
- Returning a Meter Reading Reminder Service Postcard.

#### We must receive your meter reading during the "open billing window":

- Postcard reads that are mailed must be received **3 days before** the billing date.
- Meter reads that are entered on the web or over the phone must be received from the time period **2 days before** the billing date and up until 7 p.m. of the billing date.





## Stay Safe When Working Outdoors

Be careful around overhead power lines. When working around your house, remember that things such as aluminum siding, gutters and ladders conduct electricity. If any of these items touch an overhead power line, the results could be deadly.

## Special Services for Rental Property Owners

If you own rental property you may be interested in NYSEG's Rental Property Coding or Third Party Notification services.

With Rental Property Coding, we will code your rental property accounts with instructions to apply whenever we receive a request from your tenant to take service out of their name. The options include:

**Option 1** > Establish service in the tenant's name; always leave service on.

**Option 2** > Don't place service in your name; never leave service on.

**Option 3** > Establish service in your name during a specific time period (for example, leave service on from Nov. 1 through April 15).

You can change the coding by contacting us. If you chose Option 1 or 3, you will be asked to indicate an electricity supply choice (if appropriate).

Enroll in our Third Party Notification service and you will receive copies of one reminder or termination notices that your tenant(s) may receive.

## Our People Energizing Our Communities

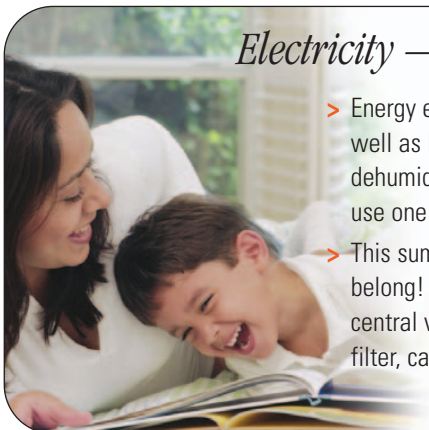
### Tammy Nist,

Supervisor – Gas Supply, Kirkwood

Tammy loves music and listening isn't enough. She needs to play. She's played second violin with the Binghamton Community Orchestra (BCO) for four years. The BCO is a non-professional orchestra bringing together musicians of all ages to play symphonic music from Beethoven symphonies to new pieces composed today. She serves on the BCO board of directors, assisting the treasurer and with the library. She plays in church performances for the Vestal United Methodist Church including Handel's "Messiah" and Mozart's "Requiem." Last summer she played in the "pit" for Binghamton's Summer Savoyards production of Gilbert and Sullivan's "The Pirates of Penzance."



## PRODUCTS & SERVICES THAT WORK FOR YOU



### *Electricity – for cool comfort*

- > Energy efficient air conditioning can dehumidify as well as keep you cool. To get the best efficiency and dehumidification do not oversize the air conditioner – use one that is the correct size for your space.
- > This summer keep dust and pollen outside where they belong! Your energy efficient air conditioner, along with a central vacuum system or a vacuum cleaner with a HEPA filter, can help keep your home healthy and allergen free.

**\$1 = 10 hours of cool, refreshing air conditioning.**

# NYSEG

Reliable. *Essential.*

[www.nyseg.com](http://www.nyseg.com)

 An Energy East Company

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