

Energy Lines

February 2008

NYSEG

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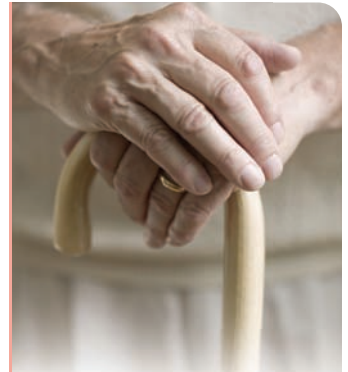
Helping those in need with the power of your dollars

Project SHARE is the result of a partnership between the American Red Cross and NYSEG, dating back to 1982. Its mission is to help the elderly and disabled with energy emergencies – through weatherization assistance or help with bill payments – regardless of their fuel source.

In the past 25 years, Project SHARE has helped more than 27,800 households by distributing grants totaling more than \$5.5 million. NYSEG is pleased to be able to team with the Red Cross, our customers and employees in supporting this program.

Congratulations to the Southern Tier Chapter of the American Red Cross for administering this valuable community program for a quarter of a century. And thank you to customers who have championed Project SHARE. Your generous support has warmed the hearts and homes of our neighbors in need.

In honor of 25 years of service, and recognizing that energy assistance remains an important issue, NYSEG's shareholder-funded contribution has been increased to \$200,000 annually from \$140,000.



Three ways you can give:

- 1** Through automatic giving – visit nyseg.com or call us at **1.800.572.1111**.
- 2** Add exactly **\$1, \$2 or \$5** to your next NYSEG bill payment.
- 3** Send a check payable to Project SHARE to:
Southern Tier Chapter –
American Red Cross,
620 East Main Street,
Endicott, NY 13760.

Pay Your Bill Your Way

We offer you a variety of ways to pay your bill. Besides mailing your payment to us, paying at one of our pay agents (banks, grocery stores or other local businesses) or dropping your payment off at one of our offices, we also offer the convenience of online, telephone and electronic funds transfer bill payment.

You can pay your bill online at nyseg.com two ways:

- >> Authorize NYSEG to make an online e-Payment electronically and still continue to receive a paper bill.
- >> Go completely paper-free by enrolling in NYSEG's e-Bill service. You'll be able to schedule automatic payments or view and pay your bill at your convenience, and manage multiple accounts.

You can pay by phone:

- >> Have your account number handy and call our automated service line 24 hours a day at **1.800.600.2275**.

You can also enroll in NYSEG's electronic funds transfer (EFT) service:

- >> Have your bill payment automatically deducted from your checking account while still receiving a paper bill. Just fill out the form on the back of your bill payment stub or print the form at nyseg.com.

If you are having trouble paying your NYSEG bills don't wait, contact us immediately at 1.888.315.1755.





Weathering Winter Storm Emergencies

Interruptions to your electricity service in the winter pose unique challenges. Here are a few safety tips:

- Stay far away – and tell others to stay away – from downed wires. Even lines that appear “dead” can be deadly. Call us immediately at **1.800.572.1131** to report downed power lines.
- NEVER use a natural gas oven for heating and never use charcoal indoors for cooking or heating. In either case, carbon monoxide poisoning could occur.
- Using a generator? Operate it outdoors, in a clean, well-ventilated area, and read the owners’ manual before using.
- Hypothermia, caused by exposure to cold, lowers your body temperature and can seriously threaten your health. Infants and the elderly are especially at risk. Warning signs of hypothermia include slurred speech, drowsiness, and disorientation. To avoid hypothermia, wear layers of dry clothes and a hat. Use blankets.

Your safety matters to us

>> Learn about the following topics and more at nyseg.com

Stay Out of Hot Water!

Tap water that’s too hot is a leading cause of burns for small children. If you have small children or elderly or disabled persons in your home, you may wish to lower your water heater temperature to 120 degrees Fahrenheit. In addition to providing safety from scalding, reducing the temperature is another way to manage your energy costs. Please refer to your water heater owner’s manual for more details.



Prevent Carbon Monoxide Poisoning; Call Us if You Smell Natural Gas

1. Carbon monoxide (CO) is a colorless, odorless gas that is a product of the incomplete burning of natural gas, propane, gasoline, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and 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. **To protect yourself, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a CO detector for your home.**
2. 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 or suspect a carbon monoxide problem, call us at 1.800.572.1121.**



Part of NYSEG’s commitment to the environment ...
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