

**NYSEG**

# EnergyLines



Click on this symbol at [nyseg.com](http://nyseg.com) for more information on using energy **safely** and wisely.

January 2006

PRODUCTS & SERVICES THAT WORK FOR YOU

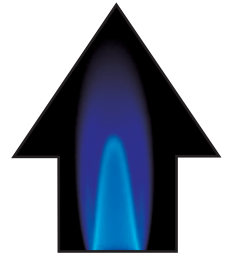
## The New Year *brings a new look!*



In early 2006, NYSEG will launch a new billing system. That will mean a **new look for customer bills, nyseg.com online account services, and more convenient telephone services.** We'll be keeping many of the features you like about NYSEG services, and adding many new features you've been asking for.

Your redesigned bill, will provide more detail about your energy charges. Our toll-free telephone system will respond to your voice prompts, and telephone and nyseg.com online services will offer new automated account services. To make these changes, we will suspend automated account services at nyseg.com and at 1.800.600.2275 (our automated account services line) from January 20 through January 31. We'll still respond to your requests at nyseg.com via our "contact us" link, or at our toll-free customer service number, 1.800.572.1111. Visit nyseg.com and watch for your February issue of *EnergyLines* to learn more!

KEEPING YOU  
INFORMED

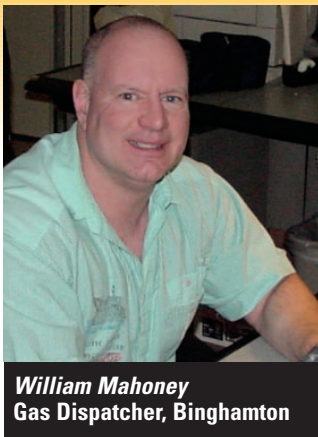


### NATURAL GAS SUPPLY PRICES ARE UP ...

and that may mean an increase of 25% to 40% in your winter heating bills. See the back page of *EnergyLines* for tips on how to keep your bills down.

**Also, please remember our Budget Billing service** enables you to spread your energy costs evenly over 12 months, eliminating seasonal ups and downs in bills. For more information visit **nyseg.com** or contact us at 1.800.572.1111.

**If you're having trouble paying your NYSEG bills,** contact us at 1.888.315.1755. The sooner you do, the sooner we can work on a solution together.



**William Mahoney**  
Gas Dispatcher, Binghamton

### OUR PEOPLE ENERGIZING OUR COMMUNITY

With a desire to help others, William Mahoney, a 25-year NYSEG veteran, serves as a support system to the inmates at the Broome County Sheriff's Correctional Facility. William assists in a monthly service and visits the correctional facility weekly, talking to select inmates, allowing them to discuss their issues and help them to cope with personal problems. He's beginning his

certification to train inmates for their GEDs, as well as developing an "after-care" program to help inmates from becoming repeat offenders after they're released.

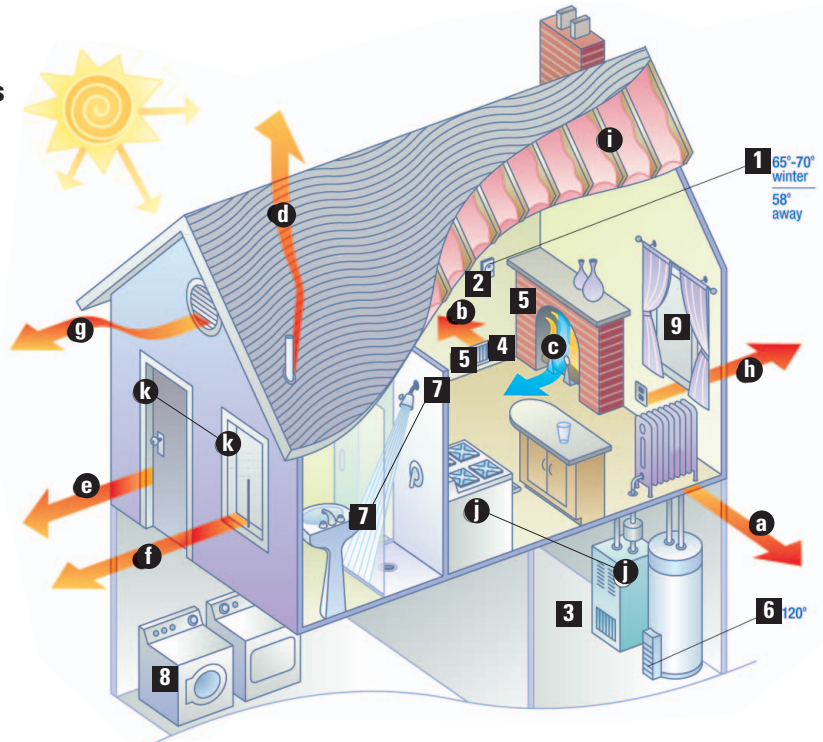
# Maximize your home's energy efficiency to minimize your utility bill

**Natural gas supply prices are up. Here are some tips to keep your natural gas bills down.**

## Keep The Cold Out

Reducing air leaks could cut 10% from an average household's monthly energy bill. Here are areas where air can escape from your home:

- a** floors, walls, ceilings
- b** ducts
- c** fireplace
- d** plumbing penetrations
- e** doors
- f** windows
- g** fans and vents
- h** electrical outlets



## Plan for Long-Term Energy-Efficiency Improvements

- i** Check to see if the attic and basement have the recommended amount of insulation.
- j** Check the heating system and replace old, outdated appliances with high-efficiency natural gas models. When buying appliances, compare energy efficiency ratings, annual operating costs and look for products that have earned the ENERGY STAR® label.
- k** Install storm or thermal windows and doors. A less expensive alternative is plastic sheeting, which can be temporarily fastened over doors and windows to prevent drafts and retain heat.

## Use Energy Wisely

- 1** Set thermostats between 65° and 70°, and at 58° when away from the house for more than a few hours. Turning your thermostat back by 10% to 15% for eight hours each day can cut annual heating bills by 10% to 15%! This may not be advisable if you have frail, ill or elderly people or infants in your home.
- 2** Turn down thermostats automatically without sacrificing comfort by installing an automatic setback or programmable thermostat.
- 3** Change or clean furnace filters once a month during the heating season.
- 4** Warm air rises, so use registers to direct warm airflow across the floor.
- 5** Close vents and doors in unused rooms and close fireplace dampers.
- 6** Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
- 7** Install water-flow restrictors in shower-heads and faucets.
- 8** Run washing machines and clothes dryers with a full load.
- 9** Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.