

Did You Voice Your Choice? Your New Electricity Supply Choice Takes Effect This Month

In November, NYSEG electricity customers were asked to select a supplier and a supply choice for all of 2008.

If you did not make a choice, your account was automatically placed as follows:

- If you are a residential or nonresidential customer who does not pay demand charges, and you purchased your electricity supply from NYSEG in 2007, you were placed in the NYSEG Default Supply Option.
- If you are a nonresidential customer who pays demand charges (service classes 2, 3 and 7) and you purchased your electricity supply from NYSEG in 2007, you were placed in the NYSEG Variable Price Option.
- If you purchased your electricity supply from a supplier other than NYSEG (also known as an energy services company or ESCO) in 2007, and we did not receive an enrollment from your supplier, you remained with your ESCO on the ESCO Price Option.



Your account will continue on your current option through December 31, 2008, unless you choose to switch suppliers, which you can do at any time. You cannot switch directly between NYSEG supply choices (the fixed, default or variable price options).

If you remained with the same supplier, your January bill will be prorated, with charges before January 1 at your 2007 rate, and charges after January 1 at your 2008 rate.

If you switched suppliers for 2008, your selection takes effect with the next meter reading that occurs at least 15 days after NYSEG received the enrollment. Therefore, your new selection may not appear on your next bill.

✂ — Clip and Save —

Coming Soon to a Phone Near You!

We've listened to our customers and are installing a new phone system to better serve you. This new phone system, which uses touch-tone instead of voice response, is expected to be in service by the end of January.

Customer Relations Center Main Menu >> 1.800.572.1111



How to Contact Us

Electricity interruptions or emergencies: 1.800.572.1131
(24 hours a day, every day)

Natural gas odors or emergencies: 1.800.572.1121
(24 hours a day, every day)

Customer Relations Center:
1.800.572.1111 (Monday through Friday, 7 a.m. to 7 p.m.)

Hearing- and speech-impaired (TTY): Dial 711
(New York Relay Service)

Automated account information: 1.800.600.2275

Payment arrangements:
1.888.315.1755

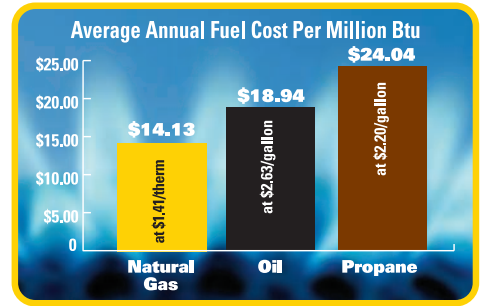
Save Money by Converting to Natural Gas

Natural gas is a convenient, versatile fuel, and it can save you money! A typical heating customer in Upstate New York would have **saved more than \$400** during the last 12 months by using natural gas instead of oil; a typical heating customer would have **saved more than \$1,000** by using natural gas instead of propane.

There are environmental benefits as well – natural gas is the cleanest burning of all fossil fuels. It's no wonder that natural gas appliances increase the value of a home.

Did you know that more than 90% of our natural gas is produced in North America, including wells right here in New York? And natural gas is always there when you need it – delivered safely and reliably by NYSEG.

100 feet FREE! If your home is 100 feet or less from one of our natural gas mains, NYSEG will install the service from our main to your house for **free**, as long as you commit to installing natural gas heat in your home. Apply for service online at nyseg.com or call us at 1.800.572.1111.



Price averages are for the period December 2006 - November 2007 and represent delivered fuel costs for a typical heat and hot water usage pattern.

Sources > Natural gas: NYSEG combined area bundled service rates
Oil and propane: NYSERDA survey data for Central Region



Enjoy the Comfort and Convenience of Natural Gas Appliances

There are many appliances to choose from to help heat your home or to add that decorative touch. From cozy natural gas fireplaces to worry-free natural gas heating systems to an endless supply of hot water from a tankless natural gas water heater, natural gas has it covered.



>> To learn more visit nyseg.com.
Click on the "save with natural gas" icon on our home page.



Buy Natural Gas from NYSEG or a Supplier

You can purchase your natural gas supply from NYSEG or from another supplier (also known as an energy services company or ESCO). Find a list of suppliers at nyseg.com (click on the "Choose an Energy Supplier" under the "Usage and Safety" heading).

Natural gas bills include **delivery** and **supply** charges.

- The **delivery** charge is what you pay NYSEG to transport natural gas to your home or business. The **supply** charge is what you pay NYSEG or a supplier for the natural gas you use.
- NYSEG's natural gas delivery prices have remained relatively flat for a decade.
- NYSEG natural gas customers pay market-based prices for the natural gas they use (supply). NYSEG cannot control these market-based supply prices, and NYSEG makes no profit on the natural gas we purchase for our customers.





Be Prepared for Winter Storms

Rest assured, 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 you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now at 1.800.572.1111.** We'll keep

you updated on power restoration efforts if the duration of the outage extends beyond 24 hours, and notify you before any planned interruption of your electricity service for maintenance.

If Your Power Is Interrupted >>

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. Then call us at **1.800.572.1131**.
- 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.

Stay Away From Downed Power Lines >>

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 repair downed power lines.

Removing Snow and Ice Safely

When you remove snow and ice from driveways and sidewalks, make sure you know where our meters are so you don't damage them, inadvertently disrupt service to your home or business or put yourself in danger. Snow and ice can damage electricity and natural gas meters, natural gas pipes and natural gas regulators, so never bury them when you are shoveling, using a snowblower or plowing. When removing snow or ice from a roof, never let it fall on our meters and other equipment.

Also, natural gas appliance chimneys and vents should also be kept free of snow and ice to prevent carbon monoxide poisoning.

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.



Test your Energy IQ

By using energy wisely, you can better manage your energy costs while maintaining the comfort of your home and help protect the environment. Test your energy IQ with the following quiz:

WHAT IS YOUR THERMOSTAT SETTING?

1. In winter during the day if your setting is:

- 68° or less, score 6 points 69°, score 5 points
 70°, score 4 points 71°, score 3 points
 72°, score 2 points 73°, score 1 point
 74° or more, score 0 points

SCORE _____

2. On winter nights if your setting is:

- 60° or less, score 10 points 61°, score 9 points
 62°, score 8 points 63°, score 7 points
 64°, score 6 points 65°, score 5 points
 66° or more, score 0 points

SCORE _____

IS YOUR HOUSE DRAFTY?

To check drafts, hold a tissue where windows and doors meet their frames.

3. If the tissue doesn't move, there is no draft around your windows, score 10 points.

SCORE _____

4. If there is no draft around your doors, score 5 points.

SCORE _____

5. If you keep your fireplace or woodstove damper closed to block the air flow when it's not in use, score 6 points. (Score 6 points if you have no fireplace.)

SCORE _____

6. If you have storm windows or high-efficiency, insulating windows, score 10 points.

SCORE _____

7. If you have storm doors or a vestibule, score 5 points.

SCORE _____

IS YOUR HOUSE INSULATED?

8. If you have 6 inches or more in your attic, score 20 points. If you have 2 to 4 inches, score 10 points.

SCORE _____

9. If all exterior walls are insulated, score 10 points.

SCORE _____

IS YOUR FLOOR INSULATED?

10. If there is an unheated space under your house and your floor is insulated, score 10 points. If you have a heated basement and the basement walls are insulated, score 10 points.

SCORE _____

SPACE AND WATER HEATING

11. Depending on your heating system, score 6 points if your heating system was serviced since last winter or you regularly change filters on your forced air system or you clean baseboard units on your baseboard heating system.

SCORE _____

12. If the water heater temperature setting is 120° or lower, score 6 points. If above 120°, score 0 points.

SCORE _____

► NOW ADD LINES 1 – 12

TO GET YOUR QUICK QUIZ TOTAL SCORE: _____

What Your Score Means

84 or above: Congratulations! You're already making energy-wise decisions. To further control your energy costs, look at the age and ENERGY STAR® rating of your appliances.

70 to 83 points: Review the areas where your score was lower and check out the tips at nyseg.com (click on "Using Energy Wisely" under the "Usage and Safety" heading). There are some simple things you can do to use energy wisely.

69 or under: There's much room for improvement. Look at the quiz again. The areas where you scored the fewest points may also be the best places to start.

Even Out Your Energy Costs

With NYSEG's Budget Billing service, you don't have to worry about seasonal ups and downs in your energy bills. Budget Billing lets you spread your energy costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your NYSEG bill is going to be in advance. For more information or to sign up for Budget Billing, visit nyseg.com (click on "Pay Your Bill" under the "Your Account" heading) or call us at **1.800.572.1111**.



Part of NYSEG's commitment to the environment ...
printed with soy ink on recycled paper.