



**NYSEG's  
Voice Your Choice  
enrollment begins in  
November. Watch for  
your enrollment kit  
next month!**

**October 2006**

✂️ *Clip and Save*

## Our Telephone System Now Offers Voice Recognition Features

When you call our customer service, emergency or automated service numbers, we now offer voice recognition features – you speak your response to the menu choices. Clip and save this article for helpful tips when calling us.



Many of our telephone features are self-service (for example, you can enter a meter reading or pay by phone). However, if you wish to speak with a representative, **it's important to follow the prompts to ensure you speak with the representative trained to address your specific issue.**

If you prefer to use your touch-tone phone to key in your responses, simply do not give spoken responses to the prompts. On the third inquiry, you'll be offered the option to respond using the key pad on your phone.

### When Using Our Voice Response System:

- Speak clearly; do not use a speakerphone.
- Eliminate as much background noise as possible.
- If you wish to return to the main menu, you can say "Main Menu" at any time.
- **Have your account number handy.**

### Special Note to Building, Remodeling and Electrical Contractors:

If you are calling to request a new service or to upgrade service, say "Building" or "Remodeling" and when prompted say "New Construction" or "Service Upgrade," as appropriate.

## 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)

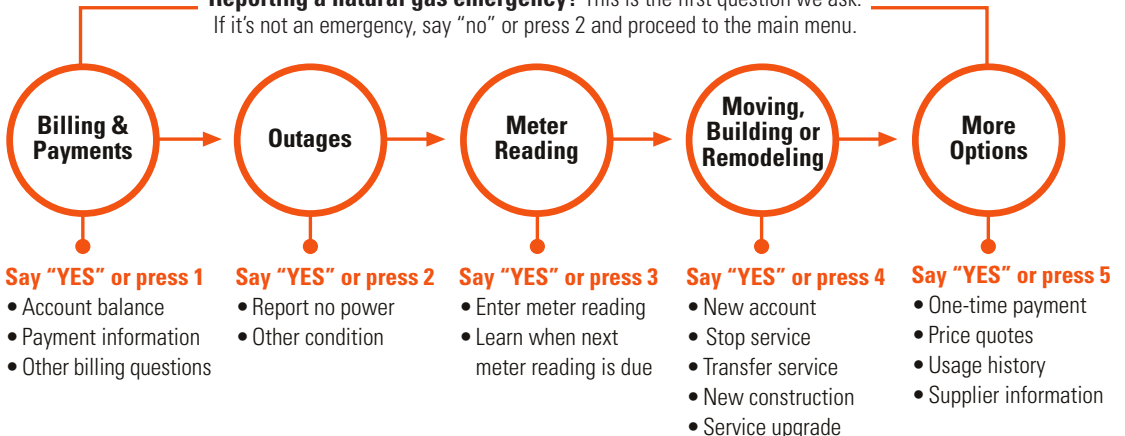
**Automated account information:** 1.800.600.2275

**Payment arrangements:** 1.888.315.1755

If you choose to call and experience an unusually long wait time because of the high volume of calls we are currently receiving, we appreciate your patience.

## CUSTOMER RELATIONS CENTER MAIN MENU 1.800.572.1111

**Reporting a natural gas emergency?** This is the first question we ask. If it's not an emergency, say "no" or press 2 and proceed to the main menu.





## The Power of Your DOLLAR Can Help Those In Need

Project SHARE is an energy assistance fund that helps eligible customers cope with unexpected energy emergencies. Nearly \$4 million has been distributed to more than 23,000 customers since the program began in 1982. You can help make sure the dollars are there to assist people this winter. There are **three ways** to contribute:

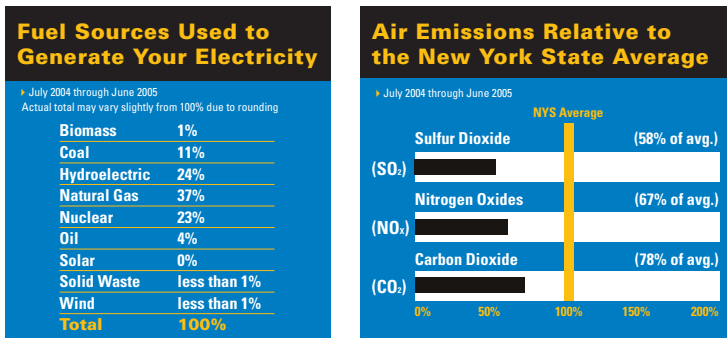
1. Add exactly \$1, \$2 or \$5 to your next NYSEG payment.
2. Send a check payable to Project SHARE to:  
Southern Tier Chapter –  
American Red Cross,  
620 East Main Street,  
Endicott, NY 13760.
3. Through automatic giving – visit [nyseg.com](http://nyseg.com) or call us at 1.800.572.1111.

Every dollar sent to Project SHARE is tax-deductible and goes to help someone in need.

## Environmental Update

Your electricity supplier is required to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

- If you receive your electricity supply from NYSEG, your environmental disclosure information is provided here. It is also available at [nyseg.com](http://nyseg.com).
- If you receive your electricity supply from a supplier other than NYSEG *and* your supplier's charges are included in your NYSEG bill, your supplier's most recent environmental disclosure was included in a previous bill.
- If you buy electricity from a supplier other than NYSEG, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.
- For more information on environmental disclosure, contact the New York Public Service Commission at 1.888.Ask.PSC1 (1.888.275.7721) or visit [dps.state.ny.us](http://dps.state.ny.us).



NYSEG's sources of electricity supply are cleaner than the New York State average. ▲



## Attention Day/Night Service Customers

Eastern Standard Time begins Sunday, October 29. Our day/night meters are always set to Eastern Standard Time (EST). Timers you use to control equipment should always be set to match the time on the clock in the meter.

## Thanks for Understanding



Earlier this year, we replaced our 30-year-old billing system with a new customer care and billing system – a massive undertaking. In any project of this magnitude, there are bound to be issues. We have responded to those issues immediately and have implemented your suggestions where possible such as revising our new telephone system and bill format. We want you to know that we appreciate your feedback and your patience and understanding as we have worked to make our new system better for you.

Terri Turner | Vice President - Customer Service