



June 2013

EnergyLines

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Try any of these **free** and **convenient** ways to pay:

- **Enroll in our Autopay (electronic funds transfer) service** by completing the form on the back of your bill payment stub or **enroll online** at nyseg.com. With Autopay, NYSEG will deduct your amount due from your bank account 23 days after we mail your bill.
- **Go paper-free with our e-Bill service** – save stamps, checks and paper. You can combine Autopay and e-Bill to ensure you never miss a payment.
- **Use our e-Payment service** to make a secure electronic payment from your checking account while still receiving a paper bill. No enrollment or login needed, pay online at nyseg.com or call our self service line at **1.800.600.2275**. Our online services and self service phone line are available 24/7.



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Use Energy Wisely This Summer

While summer makes us less dependent on energy for light and heat, we can still practice wise energy use.

Staying cool indoors >> Have storm windows that you usually replace with screens? Consider which windows you actually open. Leaving some storm windows in place may keep rooms cooler, especially if you use air conditioning. Another “cool” technique is to close blinds and drapes during the day to block direct sunlight.

Air conditioning:

- Set the thermostat no lower than 78 degrees – higher if you will be away from home.
- Keep curtains and furniture away from air intakes and vents.
- Avoid cooking, baking and other indoor heat-producing activities on hot days.
- Follow the manufacturer’s recommendations to keep your air conditioner in tip-top shape.



Fans:

- Whenever possible, use fans instead of air conditioners.
- Attic, window, floor and table fans are all cost-effective ways to make your home more comfortable.
- Consider attic or “whole-house” fans as they are often the best choice to economically cool your home.
- Talk with your appliance dealer or home center specialist to find the best fan for your home.



For more **energy-wise tips** and to sign up for our **Energy Saver program** to **earn rewards** as you lower your energy bill, visit nyseg.com.



Be Cautious in Work Zones

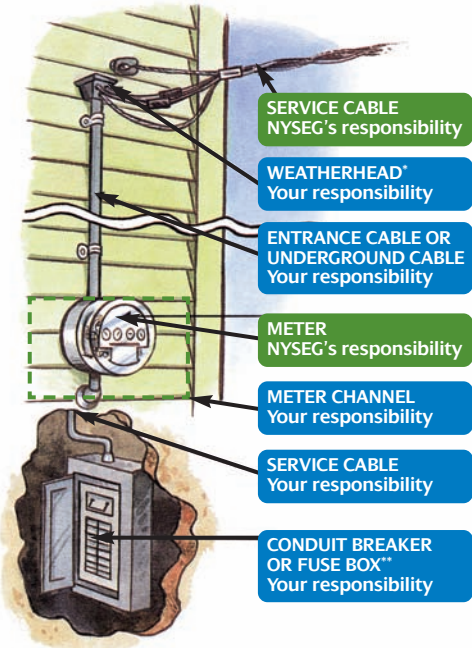
It’s construction season, the prime time for highway crews, NYSEG crews, and others to be working along highways, roads and streets. Drivers are urged to slow down and use extreme caution in work zones, including those areas where NYSEG contractors are pruning trees to help ensure safe, reliable service.

Let’s make sure everyone gets home from work safely.

Who's Responsible for What

Electricity Service: NYSEG is responsible for the lines leading to the weatherhead and the meter. You are responsible for the wire and conduit from the weatherhead to the meter, and the wire from the meter into your home or business. If your service is underground, the cable from the transformer to the meter is your responsibility.

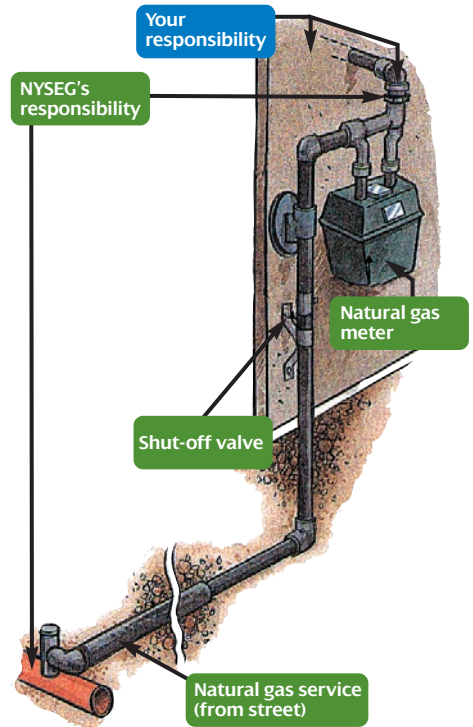
If your customer-owned equipment is damaged, you will need to have a qualified electrician make repairs. (Some locations require a licensed electrician.) Depending on the repairs needed, they may require an inspection by an approved agency prior to NYSEG reconnecting service. Normally your electrician will coordinate this.



* WEATHERHEAD (Service Head) - A type of conduit used to prevent entry of rain into the service entrance cable.
** CONDUIT - Pipe, tube or tile for receiving and protecting electric wires.

Stay away from downed power lines – even lines that appear “dead” can be deadly. Call us immediately at 1.800.572.1131.

Natural Gas Service: In most cases, if a problem exists in a natural gas service line or meter, it is NYSEG's responsibility to fix it. All natural gas pipe from the meter into your home or business and inside your home or business, along with your natural gas appliances and equipment, are your responsibility.



If you suspect a natural gas leak or carbon monoxide problem, GET UP, GET OUT and call us from a neighbor's phone at 1.800.572.1121. We'll respond quickly to make sure you and your family are safe.

Sometimes We May Need to Cut Back on Power Use

When heat and humidity drive up electricity use, there may be a rare occasion when the statewide demand for electricity outpaces the available supply. To protect the state's power delivery system in the event of inadequate supply, the New York Independent System Operator (NYISO) could require all utilities to take immediate action to reduce stress on the grid.

Steps to protect the system may include reducing voltage and calling on customers to reduce their use of electricity.

While it's unlikely, as a final step to relieve stress on the grid, we could be directed to temporarily shut off electricity to selected areas for an hour at a time. As these "controlled interruptions" end in one area, they might then move on to other areas until the high demand for electricity passes.

We don't anticipate any shortages of electricity this summer. Even so, it's always a good idea to be prepared for power interruptions, regardless of their cause.