



January 2014

EnergyLines

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Start the New Year 'Energy Smart'

- For **low-cost and no-cost energy-saving tips**, visit nyseg.com, click on "Usage and Safety" and then on "Using Energy Wisely." The New York State Energy Research and Development Authority's getenergysmart.org website also offers valuable energy conservation information.
- Shopping for new appliances? Look for the ENERGY STAR® designation that indicates the most **energy efficient models**. Also look for yellow EnergyGuide labels that provide energy use and operating cost information.
- Take advantage of **rebates for installing high-efficiency natural gas equipment**. To learn more, visit nyseg.com and click on the "energy efficiency programs" icon.
- Install energy-saving automatic **set-back thermostats**.
- Replace incandescent light bulbs with **compact fluorescent bulbs** that use up to 75% less energy and last up to 10 times as long.
- Sign up for NYSEG's **Budget Billing service** and spread your energy costs evenly over 12 months. For more information or to sign up, visit nyseg.com (click on "Your Account," "Pay Your Bill" and then on "Budget Billing") or call us at **1.800.572.1111**.



For more energy-wise tips, visit nyseg.com.

Exciting news regarding Project SHARE!

We're combining the strength of NYSEG's Project SHARE program and RG&E's Heating Fund. Effective January 1, 2014, the new program, the **Project SHARE Heating Fund**, will serve residents in the NYSEG and RG&E service areas. It will be administered by HeartShare, an organization with a proven track record of successfully managing utility heating funds.

While change is good, we've kept what has made the heating funds effective. The **Project SHARE Heating Fund** will continue to help low-income elderly and disabled customers as well as active members of the military and veterans who are facing heating emergencies. We still have convenient application locations across New York State and customers can now also apply online.

- > To see if you qualify for a Project SHARE Heating Fund grant and to locate an intake agency in your area, visit heartshare.org/programs/energy-assistance/projectshare.html.

The **Project SHARE Heating Fund** is the fund of last resort, meaning all other assistance has to be exhausted. One hundred percent of donations to the Project SHARE Heating Fund go directly to our neediest customers.

Requirements for a Project SHARE Heating Fund grant:

- You must have a heating emergency
- You must have received HEAP and Emergency HEAP
- You must have exhausted all other state and local aid
- You must be 60+ years of age and/or be disabled

Active duty military personnel and well-discharged veterans with an energy emergency may qualify regardless of income.



How to Contact Us

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

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)

Payment arrangements: 1.888.315.1755

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

Self service line, available anytime: 1.800.600.2275
(Enter a meter reading, pay by phone, learn your account balance and more)

Electronic message: Use our "Write to NYSEG" form online at nyseg.com.



Generator Safety

When properly sized, installed and operated, stand-by generators (or emergency or back-up generators) can safely power electrical equipment during power interruptions. However, you must follow proper procedures or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into our lines, putting our people who are working to restore service in danger. **Please be sure to read, understand and follow all manufacturer's instructions for safe operation.**

Portable generators are smaller, stand alone and are not connected to any existing wiring system. Extension cords are used to connect portable generators to electrical equipment or appliances. Review these safety tips before using your portable or stationary generator.

- Operate your generator outdoors in a clean, dry, well-ventilated area, and never indoors or in a garage.
- Your generator must be properly grounded.
- After losing power, turn off the main breaker or pull the main fuse block.
- Never connect a generator to an existing wiring system without an automatic transfer switch.
- Make sure all electrical connections comply with the National Electric Code (NEC).
- Never overload your generator with too many appliances.
- Use properly sized extension cords in good condition.
- Never let children play near a generator.



Stationary generators require additional consideration. They should be installed only by professionals. National Electrical Code and local code requirements must be met, and a double-pole, double-throw switch for safety is a must. If you are planning to install a stationary emergency generator powered by natural gas:

- Check (or be sure your contractor checks) with the municipality to see if a permit is required.
- Contact NYSEG at **1.800.572.1111** to ensure that there is adequate natural gas pressure.

A Special Note About Natural Gas-Fired Generators: Many generators fueled by natural gas require a delivery pressure that's greater than NYSEG's standard pressure. If the generator is not supplied with the manufacturer's suggested delivery pressure, it may not run. Before purchasing a natural gas-fired generator, contact NYSEG at **1.800.572.1111** to ensure an elevated delivery pressure is available to your home or business. This is **NOT** available in all areas.

For our free, downloadable Emergency Generator Safety information sheet, visit nyseg.com, click on "Usage and Safety," then on "Electrical Safety" and then click on the "Generator Safety" icon.

Facing an Energy Emergency? HEAP and EAP Can Help!

The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps income eligible households with energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season and may also be eligible for emergency HEAP benefits. The number of emergency benefits varies per season depending on the availability of funds. **The 2013-2014 HEAP season opened on November 18, 2013. Emergency HEAP was scheduled to open on January 2, 2014.** Your county's Department of Social Services will accept applications on or after those dates. To apply, go to mybenefits.ny.gov or for more information, visit otda.ny.gov/main/programs/heap.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,175
2	\$2,844
3	\$3,513
4	\$4,182
5	\$4,852
6	\$5,521
7	\$5,646
8	\$5,772
9	\$5,897
10	\$6,023
11	\$6,461



With HEAP comes EAP – NYSEG's Energy Assistance Program (EAP)! NYSEG's Energy Assistance Program (EAP) is designed to help eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Basic Benefit (monthly bill credit) and EAP Limited Benefit (arrear forgiveness).

EAP monthly bill credits are available automatically to customers with a HEAP grant on an active NYSEG account. (If HEAP is supplied to an account with another fuel vendor you must provide a copy of your HEAP award letter to the Energy Assistance Program, NYSEG, P.O. Box 5220, Binghamton, NY 13902-5220. Or fax it to: 1.800.325.9920.)

For more information, please visit nyseg.com, click on "Your Account" and then on "Energy Assistance: HEAP and EAP Can Help."

