

A closer look at pages 1 and 2 of your bill



- A** Your **account number**; **date** the bill was produced; and **amount due**.
- B** An **account summary** – showing your past billing and payment activity – your current charges and bill due date.
- C** If you are enrolled in **Budget Billing**, your Budget Billing summary displays your plan end month, current month's installment, actual charges since you started your budget year, budget amounts billed thus far and the difference between your actual charges and the budget amount billed. Interested in enrolling? Visit nyseg.com or call us to learn more.
Any **Miscellaneous Charges**, including payment and billing services charges, are not part of your monthly budget calculation, but are added to your total monthly bill.
- D** Your **account number**, **billing due date** and **amount due**.
- E** If you are enrolled in **Autopay**, AUTOPAY will display here. With Autopay, NYSEG will automatically deduct your payment from your checking account 23 days after we mail your bill. Visit nyseg.com to learn more. If you are not enrolled in Autopay, write the amount you are paying here.
- F** Special **bill messages** with information specific to your NYSEG service, energy usage and safety tips.
- G** How to **contact us** and information on where to send correspondence or your payment.
- H** You can notify us of a change to your **mailing and contact information** and enroll in Autopay by completing this form located on the back of your payment stub. You can also enroll in Autopay online at nyseg.com.

JOHN DOE

A Account Number: 0000-0000-000

Statement Date: February 21, 2014

Amount Due: **\$181.75**

Service Address: 123 MAIN STEET, ANYTOWN, NY 12345
Next Scheduled Read Date: On or about April 16, 2014

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B Account Summary

Previous invoice	\$181.75
Payments received as of 02/20/14	-181.75
Balance forward	0.00
Miscellaneous charges	0.75
Budget billing amount	181.00
<hr/>	
This amount will be deducted from your bank account on 03/16/14.	\$181.75

To avoid a 1.5% late payment charge, please ensure payment is received by the date displayed below.

Residential
Residential consumer discount \$ 3.98

See details beginning on page 3

See messages on page 2

C Budget Billing Summary Plan End Date: 12/2014

Current Month	Actual Charges since 01/01/14	Budgets Billed since 01/01/14	Budget Balance (after payment)
181.00	570.67	362.00	208.67

SAMPLE

F Messages

The NYSEG price for providing electricity supply during this billing period was \$0.06629944/kwh which includes a Merchant Function Charge of \$0.0035/kwh. If you decide to shop for electricity supply, you can compare this information with prices offered by energy services companies (ESCOs). You could achieve some tax savings if you switch to an ESCO. Additionally, if the ESCO includes its charges on your NYSEG bill, you would not have to pay NYSEG's bill issuance charge. If you buy electricity from an ESCO, NYSEG will continue to deliver the electricity to you and you will continue to pay NYSEG for delivery, transition and basic service charges.

Effective January 1, the System Benefits Charge (SBC) on electricity and natural gas bills and the Energy Efficiency Portfolio Standard (EEPS) charge on electricity bills have changed. The SBC is a state-mandated charge used to fund energy-efficiency programs to meet state energy-use reduction targets. EEPS is a state-mandated charge used to fund rebates and incentives to encourage people to buy and install high-efficiency energy appliances. For details, visit nyseg.com. Click on "Your Account" and then on "Reading Your Bill."

Effective February 1, the reliability support services (RSS) charge on electricity bills has changed. This charge reflects the cost incurred by NYSEG for third-party services to ensure local electricity reliability needs are met. For details, visit nyseg.com, click on "Your Account" and then on "Reading Your Bill."

NYSEG's Project SHARE and RG&E's Heating Fund have joined forces to become the new NYSEG and RG&E Project SHARE Heating Fund. Funded by customer, employee and company contributions, the NYSEG and RG&E Project SHARE Heating Fund grants help eligible customers pay for energy emergencies. The fund is administered by HeartShare Human Services of New York. To learn more or apply for a grant call 1.800.599.HEART (4327) weekdays, 9 a.m. to 5 p.m. Or go to <http://www.heartshare.org/programs/energy-assistance/projectshare.html>.

Invoice Number: 0000000000

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G Contact Information

Service or billing questions: 1.800.572.1111, 7 a.m. to 7 p.m., (M-F)

Payment arrangements: 1.888.315.1755, 7 a.m. to 7 p.m., (M-F)

Self service line: 1.800.600.2275, 24 hours a day

Power interruptions or emergencies: 1.800.572.1131, 24 hours a day

Natural gas emergencies or if you smell gas: 1.800.572.1121, 24 hours a day

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

Electronically: Use our "Write to NYSEG" form at nyseg.com

By mail: NYSEG Customer Service, P.O. Box 5240, Binghamton, NY 13902-5240

Payment address: NYSEG, P.O. Box 11745, Newark, NJ 07101-4745

H Mailing Address Changes

Please mark with an "X" for address and telephone changes.

Street: _____

Autopay

To sign up for Autopay, where we deduct your bill amount from your checking account 23 days after we mail your bill, please mark with an "X" and provide the following:

Name: _____ (as it appears on bank statement)

D Late Fee After 03/16/14

E Amount Paid \$181.75

E AUTOPAY

Think of the minutes, money and natural resources you'll save by doing business online or by phone 24/7.

Visit nyseg.com to:

- View and pay your bill online
- Submit and view meter readings
- Enroll and manage budget billing
- Enroll in Autopay

Call our self-service line at 800.600.2275 for billing information, provide a meter reading and to pay by one.

deduct \$1, \$2, or \$5 to your payment to be a tax-deductible donation to Project SHARE Heating Fund.

Please do not write below this line.

This bill is for illustrative purposes only.

A closer look at page 3 of your bill



I Symbols for electricity and natural gas service appear here so you can quickly find and review charges in each section. In addition, you'll see your rate and supply choice – this bill is for a residential customer enrolled in NYSEG's Supply Service (purchasing electricity supply from NYSEG at a variable market-based price) and NYSEG Sales Service (purchasing natural gas supply from NYSEG at a market-based price). To learn more about supply choice visit nyseg.com.

J Here you will find the time period you are being billed for and your **Point of Delivery ID (PoD ID)** – an essential number to give to energy suppliers other than NYSEG (also known as energy services companies or ESCOs) if you choose to do business with them.

K Your **meter reading chart** shows whether your current and previous meter readings were actual, estimated, customer readings or if a reading was not available (Actual, Estimated, Customer or No reading).

L As required by state law, utilities must collect a special **state assessment** from all customers for the state's general fund. The SBC/RPS charge is the System Benefits and Renewable Portfolio Standard charge. The SBC/RPS is used to fund energy efficiency programs, assistance for low-income customers and energy research. It also includes the **Energy Efficiency Portfolio Standard**, which funds rebates that encourage people to buy and install high-efficiency energy appliances.

M You can purchase your **electricity** and/or **natural gas supply** from NYSEG at a variable price or from an ESCO. NYSEG **natural gas supply** prices take effect on the first of each month, so if your billing period spans two months, you will see two supply prices listed. Your energy supply charge (per kilowatt-hour or therm) is the amount you need to compare to offers you may receive. NYSEG makes no profit on supply charges, and with any choice you make, NYSEG will continue to deliver your energy safely and reliably.

N Customers who purchase their electricity and/or natural gas supply from NYSEG pay a **merchant function charge**.

O **Electricity taxes** are listed separately.

JOHN DOE

Account Number: 0000-0000-000

Statement Date: February 21, 2014

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345

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Electricity Service - Residential **J** Service from: 01/18/14 - 02/18/14
Electricity Rate - 12001 NYSEG Supply Service PoD ID: N01000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	02/18/14	40600 A	01/18/14	39892 E	708	708 kwh	32 days

Type of read: A - Actual, E - Estimate, C - Customer, R - Remote and N - No read

Electricity Delivery Charges

Basic service charge						15.11
Delivery charge	708 kwh	@	0.0333			23.58
Transition charge	708 kwh	@	-0.01043563			-7.39
Revenue decoupling mech	708 kwh	@	-0.002816			-1.99
Reliability support svcs. chg	708 kwh	@	0.001934			1.37
NY state assessment	708 kwh	@	0.001418			1.00
SBC/RPS charge	708 kwh	@	0.005891			4.17
Subtotal Electricity Delivery						\$35.85

Electricity Supply Charges

Supply charge	708 kwh	@	0.06276685			44.44
Merchant function charge - Jan	309 kwh	@	0.003589			1.14
Merchant function charge - Feb	399 kwh	@	0.003413			1.36
Subtotal Electricity Supply						\$46.94

Electricity Taxes and Surcharges

Taxes on delivery charges	@	2.0408%				0.73
Subtotal Electricity Taxes and Surcharges						\$0.73

Total Electricity Cost **\$83.52**

Gas Service - Residential **J** Service from: 01/18/14 - 02/18/14
Gas Rate - 08701H Sales PoD ID: N02000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	02/03/14	990 A	01/18/14	821 E	169	169 ccf	17 days
00000000	02/18/14	1103 E	02/04/14	990 A	113	113 ccf	15 days

Type of read: A - Actual, E - Estimate, C - Customer, R - Remote and N - No read

Natural Gas Delivery Charges

Natural gas used (ccf)	282					
Energy content factor	x 1.028700					
Natural gas used (therm)	290.1					
Basic service charge						16.30
Included in Basic service chg	3.0 therm	@	0.00			0.00
Delivery charge	47.0 therm	@	0.5193			24.41
Delivery charge	240.1 therm	@	0.122			29.29
Weather adjustment	-39.562 therm	@	0.12183408			-4.82
Research & development charge	290.1 therm	@	0.00145			0.42
Transition surcharge	290.1 therm	@	0.01286288			3.73
Revenue decoupling mech	290.1 therm	@	-0.003269			-0.95
NY state assessment	290.1 therm	@	0.0166			4.82
SBC charge	290.1 therm	@	0.012166			3.53
Subtotal Natural Gas Delivery						\$76.73

This bill is for illustrative purposes only.

A closer look at pages 4 and 5 of your bill



- P** Natural gas taxes are listed separately.
- Q** Your **usage chart information** enables you to compare your current energy use to the last 12 months, along with the average temperature and daily energy use during the current billing period to the comparable period last year. On the top of each bar is a letter indicating the type of meter reading.
- R** **Terms and definitions.** Descriptions of terms found on your bill can be found here, plus **payment information.**

JOHN DOE

Account Number: 0000-0000-000

Statement Date: February 21, 2014

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345

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Natural Gas Supply Charges

Supply charge - January	150.2	therm	@	0.545426	81.92
Supply charge - February	139.9	therm	@	0.583755	81.67
Merchant function charge - Jan	150.2	therm	@	0.01133	1.70
Merchant function charge - Feb	139.9	therm	@	0.012008	1.68
Subtotal Natural Gas Supply					\$166.97

Natural Gas Taxes and Surcharges

Taxes on delivery charges	@	2.0408%	1.57	
Subtotal Natural Gas Taxes and Surcharges				\$1.57

Total Natural Gas Cost **\$245.27**

Total Energy Charges **\$328.79**

Usage Chart Information

Historical Electricity Consumption

Electricity Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Feb-14	22 kwh	15° F
Feb-13	16 kwh	22° F

JOHN DOE

Account Number: 0000-0000-000

Statement Date: February 21, 2014

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345

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Terms and Definitions

Delivery charge: what you pay NYSEG to transport energy to your home or business.

Supply charge: what you pay for the energy purchased for you by NYSEG or a supplier other than NYSEG.

Payment & billing services charge: the cost to produce and send you (electronically or paper) a bill and process payments. Customers who use an energy supplier (also known as an energy services company or ESCO) other than NYSEG will not be assessed this charge by NYSEG if their ESCO's supply charges appear on their NYSEG bill, however, their energy supplier may charge a similar fee.

Competitive meter charge, Competitive meter service charge, and Competitive meter data service: apply to customers billed under service classes 2, 3, and 7 whose metering services are provided by NYSEG. These meter services charges, previously included in the customer charge, are now broken out in the electricity section of the bill. Customers with a demand of 50 kilowatts or more for two consecutive months who use a meter service provider and a meter data service provider other than NYSEG are not assessed these charges.

Basic service charge: includes a portion of the cost of the meter, meter reading, billing and part of the cost for delivery service. Appears on your bill whether or not you use any electricity or natural gas during the billing period.

Kilowatt-hours (kwh): measure of electricity use.

Residential consumer discount: monthly payment received from the New York Power Authority (NYPA) to be used for the benefit of residential customers. It is included in the Transition Charge.

ccf (hundreds of cubic feet): measure of volume of natural gas used. You are charged based on therms, the energy (heat) content of natural gas.

Merchant function charge: reflects the administrative costs of obtaining electricity and natural gas supply. Customers with a supplier other than NYSEG are not charged by NYSEG for this service.

New York State Assessment: As required by state law, effective July 1, 2009, utilities must collect a special state assessment from all customers for the state's general fund. Utilities are required to collect this assessment through March 2014.

Renewable Portfolio Standard (RPS) charge: a state-mandated charge that funds renewable energy projects to achieve targets established by the Public Service Commission.

System Benefits Charge (SBC): a state-mandated charge for all electricity and natural gas customers. The electricity SBC is used to fund energy efficiency programs to meet state energy use reduction targets, and provide assistance for low-income customers and conduct energy research. The natural gas SBC is used to fund initiatives focused on reducing natural gas use in the state as part of the Energy Efficiency Portfolio Standard. These charges were required by the Public Service Commission.

Revenue Decoupling Mechanism: a charge or credit on your bill that reflects the difference between forecast and actual delivery service revenues by service classification to encourage the promotion of energy efficiency and renewable technologies.

Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a credit; if temperatures are warmer than normal, customers receive a charge.

Meter Mult (Meter Multiplier): when the actual amount of energy you use is more than can be registered on the meter, the meter displays a fraction of your actual use. A multiplier is then applied to determine your actual energy use. When a multiplier is used, it will be shown in the "Meter Mult" box under the "NYSEG Detailed Account Activity" section of your bill.

Transition charge/surcharge: reflects the costs of making the electricity and/or natural gas industry more competitive; includes associated credits and/or charges.

Prorated bills: calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than usual.

Pay your bill by mail, at nyseg.com or at any of NYSEG's authorized pay agents. If you pay in person, please bring your entire bill.

Payment is due when you receive your bill. Your payment must be postmarked by the "Late Fee After" date shown on page 1. If paying in person, payment must be made by the "Late Fee After" date. Payments received after the "Late Fee After" date will be subject to a late payment charge per month.

Charges

ment & billing svcs charge	0.73
ment & billing svcs GRT	0.02
aneous Charges	\$0.75

Natural Gas Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Feb-14	9 therm	15° F
Feb-13	7 therm	22° F

This bill is for illustrative purposes only.

14-0137