

## Stay Safe When Working Outdoors



**Know what's below.  
Call before you dig.**

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities marked is essential to protect yourself from injury and prevent damage to underground utility lines.

Now having underground utilities marked is even easier – simply call **811** at least two working days (not including the day you call) but not more than 10 working days before you plan to start your project. (If you choose, you can still call *Dig Safely.New York* directly at **1.800.962.7962**.)

## Look Up ... Look Out!

Be careful around overhead power lines. When working around your house, remember that things such as aluminum siding, gutters and ladders conduct electricity, a situation that is hazardous. If any of these items touch an overhead power line, the results could be deadly. Call **1.800.572.1131** for electricity interruptions and emergencies, anytime.



### REMEMBER:

- Water and electricity NEVER mix. Keep power tools away from water, including rain, wet ground, swimming pools, sprinklers and garden hoses.
- Add weatherproof covers and GFCIs (ground-fault circuit interrupters) on outdoor electrical outlets to protect yourself against electrical shock.
- Leave cutting and trimming of trees near power lines to professionals. A tree or limb that comes in contact with a power line could be deadly.



## Stay Out of Hot Water!

Tap water that's too hot is a leading cause of burns for small children. If you have small children or elderly or disabled persons in your home, you may wish to lower your water heater temperature to 120 degrees Fahrenheit. In addition to providing safety from scalding, reducing the temperature is another way to manage your energy costs. Please refer to your water heater owner's manual for more details.

## For Emergencies, Call NYSEG. Need Service? Call a Contractor.

Remember, for natural gas or carbon monoxide emergencies, call NYSEG anytime at **1.800.572.1121**. For all non-emergency natural gas services such as those listed below, contact trained, **certified** equipment and appliance professionals who can help you.

- Furnace problems, low or no heat
- Stove and/or oven problems
- Second opinions on recommended work
- Safety inspections
- Dryer problems
- No hot water
- Heating, air conditioning or appliance repair



## Services Designed with You in Mind

We strive to provide you with reliable and essential energy delivery. Our work doesn't stop there – we also have many services designed to meet the variety of needs you or your family members may have.

**Life Support Customers >** If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now** and we'll notify you before any planned interruption of your electricity service for maintenance. We'll also keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours.

**Friendly Reminder >** Our Friendly Reminder Third Party Notification service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.

**Hearing and Speech Impairment Assistance >** If you use a text telephone (TTY) device in your home, just dial **711**, and ask the New York Relay Service operator to contact NYSEG at **1.800.572.1111**.

**Interpreter Service >** For customers who prefer to speak in a language other than English, we offer interpreter services when you call.

**One Less Worry >** One call to us will place your NYSEG bill on hold for 30 days should you or a household member be hospitalized.



**Sight-Saver Bill >** Your NYSEG bill and our *EnergyLines* newsletter are available in large print at no charge.

**Electronic Funds Transfer >** Take the worry out of remembering when your payment is due by enrolling in Electronic Funds Transfer. Each month, we'll automatically deduct your amount due from your checking account. Enrollment is easy – just complete the form on the back of your payment stub and return it with a voided check when you make your payment. Once enrolled, your bills will indicate "autopay" on the payment stub.

**>> For more information, or to enroll** in any of these free services, visit **nyseg.com** or call us at **1.800.572.1111**.



## NYSEG Seeks Commission Approval to Simplify Its Supply Service Program

On April 5, NYSEG made a filing with the New York Public Service Commission (PSC) to change its supply service program beginning January 1, 2008. The company's filing was in response to a PSC directive that required NYSEG to indicate whether NYSEG intends to offer fixed price supply service in 2008.

The company's proposal also responds to comments and concerns raised by customers that they would prefer a simplified supply program and a fixed price from the company.

Highlights of NYSEG's supply program proposal are as follows:

- > Customers will receive a guaranteed \$20 million annual bill reduction through their transition charge and 50% of any additional proceeds of NYSEG's fixed price supply service above \$20 million.
- > There will be no change in currently effective delivery rates.
- > NYSEG will offer a single fixed price supply service at a rate fixed for one year for residential and small nonresidential customers who do not choose a supplier other than NYSEG (also known as an energy services company or ESCO).
- > The fixed price supply service rate will be set on November 1 for the following January.
- > Large nonresidential customers (those with demands of 500 kilowatt hours or greater taking service under service classifications 7 and 11) who do not choose an ESCO will receive supply service from NYSEG pursuant to the company's current hourly pricing tariff.
- > Customers will be able to switch to or from an ESCO at any time.
- > All customers within a service classification will be charged the same fixed transition and supply charge, making it easier for customers to compare the company's supply price to offers from ESCOs.

The PSC may approve, modify or reject any or all of the proposed changes. The complete filing may be examined at **nyseg.com** or the PSC's Albany office.



## Options for Reading Your NYSEG Meter

We make every attempt to read the meter every other month. On the months we do not read the meter, you will receive a bill based on estimated use. If you would prefer to be billed based on actual energy use, you can provide NYSEG with a meter reading to replace the estimate.

### If you wish to provide us with a meter reading, you can do so by:

- Using our secure meter reading form at [nyseg.com](http://nyseg.com).
- Calling our automated services line at **1.800.600.2275** and speaking or using your touch-tone phone keys.
- Returning a postcard, if you choose to enroll in our Meter Reading Reminder service (learn more about this service below).



### We must receive your meter reading during the "open billing window":

- Meter reads that are entered at [nyseg.com](http://nyseg.com) or over the phone must be received between two days before and two days after (up until 7 p.m.) the scheduled read date printed on your bill.
- Meter reads that are mailed using the Meter Reading Reminder Service postcard must be received by the date printed on the postcard.



## Want to read the meter, but can't remember when it's due?

If you prefer to always provide us with a meter reading, you may wish to enroll in **NYSEG's Meter Reading Reminder service**, where we notify you by phone or mail in advance of when the meter reading is due. To enroll, please contact us at [nyseg.com](http://nyseg.com) or call **1.800.572.1111**. You can choose to be reminded every other month (useful if your meter is located inside and it's difficult for you to provide access) or just on the interim months when we will not be reading in your area. If you have electricity and natural gas service, you can make the same or different reminder choices for each meter.

## Turning on *or* turning off service?

## Attention College Students, Moving or Seasonal Customers

If you need your NYSEG service turned on or off, let us know as soon as you know – don't wait to contact us as we can schedule your request months in advance!

There are **two ways** to contact us:

- Anytime online at [nyseg.com](http://nyseg.com).
- By calling **1.800.572.1111**, 7 a.m. to 7 p.m., Monday through Friday.

So we can best meet your expectations, please contact us as far in advance as possible. In all circumstances we need **at least** 24 hours notice. If the meter is inside, we will need to have you present or you'll need to make access arrangements with us in advance.





## Sometimes We May Need to Cut Back on Power Use

Because power use continues to rise in New York State, there may be a rare occasion – particularly in the summer – when the statewide demand for electricity may outpace the available supply. To protect the state’s power delivery system, the New York Independent System Operator (NYISO) could require all utilities to take immediate action.

As a final step to relieve stress on the system, 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, and NYSEG’s power delivery system is in good shape to provide the electricity you need. Even so, it’s always a good idea to be prepared for power interruptions, regardless of their cause.

## Return, Refurbish, Reuse and Recycle

NYSEG, in conjunction with the Broome-Tioga Association for Retarded Citizens (B/TARC) Country Valley Industries, is refurbishing reusable material, sorting obsolete material, recovering metal components of unusable material and baling recyclables. All of these efforts are made to not only protect the environment by reducing material destined to our landfills, but to also reduce costs.

B/TARC clients sort reclaimed material such as wire, pipe and streetlight fixtures into categories. Items that are reusable are refurbished and returned to stock for use on other projects. Materials beyond repair are separated into metal components (steel, copper and aluminum) and then sold to recyclers. From there these materials are made into new products. Last year, NYSEG recycled more than 1.06 million pounds of this material.



Refurbishing copper hardware



Recycling cardboard



Washing street light globes for reuse

## Feel the Magic Outside

Put some magic in your outdoor living space this summer with natural gas from NYSEG. From grills to fire pits to outdoor fireplaces and pool and spa heaters, natural gas will help you create your own backyard oasis. Always available when you need it and less expensive than propane, it’s the perfect energy choice for your outdoor appliances. Visit your local home remodeling center or appliance retailer today and see all of the great natural gas appliances that are available for your outdoor living space.



Visit [nyseg.com](http://nyseg.com) and view our “Comforts of Home” magazine to learn more!



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