

NYSEG

Energy Lines

Season's Greetings

WISHING YOU
AND YOUR FAMILY
A SAFE AND HAPPY
HOLIDAY SEASON.

December 2006

KEEPING YOU INFORMED

*Time is running out!
Did you...*



voice your choice?

for your electricity supply

STEP 1 UNDERSTANDING

STEP 2 CHOOSING

STEP 3 ENROLLING

JUST 3 STEPS

TO CHOOSING YOUR ELECTRICITY SUPPLY.

You have until **7 p.m. on December 29, 2006** to *Voice Your Choice*. Your electricity supply pricing option will take effect on January 1, 2007 and continue through December 31, 2007. So don't delay – enroll your NYSEG electricity account today!

To enroll:

- ▶ Fill out and mail the enrollment card provided in your kit
- ▶ Visit www.nyseg.com
- ▶ Call **1.866.NYSEG.03** (1.866.697.3403)
- ▶ Use NYSEG's Hearing and Speech-Impaired Line (TTY) Dial 711 (New York Relay Service)
- ▶ Contact an ESCO (energy services company). For an up-to-date list of ESCOs, visit www.nyseg.com.

When you enroll by phone or at our Web site, please have your **NYSEG account number** handy. It is located in the top right corner on the first page of your bill.

✂ — 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. When using our voice response system: speak clearly; do not use a speakerphone, eliminate as much background noise as possible and **have your account number handy**. If you wish to return to the main menu, you can say "Main Menu" at any time.

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.



- Say "YES" or press 1**
- Account balance
 - Payment information
 - Other billing questions



- Say "YES" or press 2**
- Report no power
 - Other condition



- Say "YES" or press 3**
- Enter meter reading
 - Learn when next meter reading is due



- Say "YES" or press 4**
- New account
 - Stop service
 - Transfer service
 - New construction
 - Service upgrade



- Say "YES" or press 5**
- One-time payment
 - Price quotes
 - Usage history
 - Supplier information

Have an *Energy-Wise Winter*

Stay Informed

- Market-based natural gas supply prices are lower than they were last year at this time, but they are still higher than they have been historically.
- The severity of winter weather and what happens with natural gas supply prices will be the biggest factors in determining your heating bills.

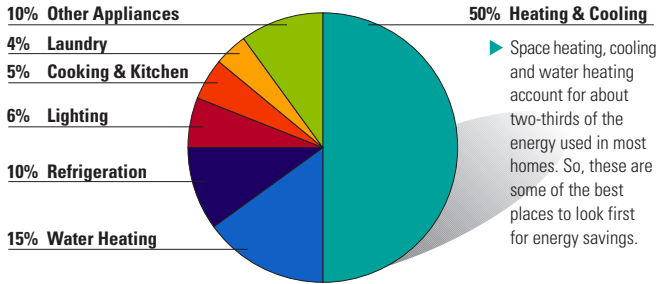
Here are a few things you can do to manage winter heating bills:

- Check www.nyseg.com and read our bill inserts for important information on using energy wisely. Some simple steps can go a long way toward saving you money.
- If you are having trouble paying your NYSEG bills, contact us immediately at 1.888.315.1755.

Background:

- Natural gas bills include delivery and supply charges. The delivery charge is what you pay NYSEG to transport natural gas to your home or business. The supply charge is what you pay NYSEG or another supplier for the natural gas you use.
- Your natural gas delivery charges (per unit) are frozen.
- If NYSEG is your natural gas supplier, your natural gas supply charges are based on market prices. While we work to purchase natural gas as economically as possible, we have no control over market-based natural gas supply prices and we do not make any profit on the natural gas we buy for you.

Energy Use in the Typical Household



Use Energy Wisely

- Set your thermostat at 65° during the day to reduce your heating use by as much as 15%.
- Lower your thermostat at night either manually or automatically with a setback thermostat.
- Weatherstrip windows.
- To keep air from leaking under a door, roll up a small rug or towel and place it across the bottom of the doorway.
- Close the fireplace damper when not in use.

Holiday Lighting Tips

- Use lights and extension cords that are approved by Underwriters Laboratories (UL) or other recognized testing organizations.
- Discard lights if they have any cracked sockets, loose wire connections or frayed wires.
- Always unplug lights when you leave home or go to bed.
- Don't overload electrical circuits.
- Extension cords used outdoors should be rated for outdoor use.

HEAP Financial Assistance Can Help With Heating Bills

Many households receive financial help each year from HEAP – the federal Home Energy Assistance Program. HEAP grants can be used to pay heating bills or for other energy-related emergencies. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (right).

It's important to apply early, since federal funding for this year's HEAP season is limited.

For more information or to apply for a HEAP grant, contact your county's Department of Social Services.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$1,764
2	\$2,307
3	\$2,850
4	\$3,393
5	\$3,936
6	\$4,479
7	\$5,033
8	\$5,600
9	\$6,166
10	\$6,733
11	\$7,300