



Janice Infantino – Field Customer Service Supervisor, Hornell

Our people energizing our community

Janice Infantino, a 22-year NYSEG veteran, believes she is lucky in life and wants to share some of that good fortune with the children of the Dansville Central School District. She got involved with the Junior Achievement program four years ago thanks to a fellow NYSEG employee. With a passion for teaching, Janice, field customer service supervisor in Hornell, has proudly taken on that role, teaching third graders about business. It is an opportunity that has provided her with the chance to learn, as much as to teach.

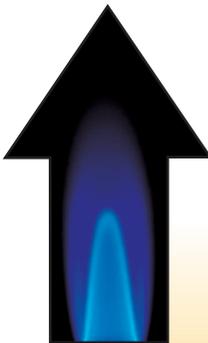
KEEPING YOU INFORMED

NATURAL GAS SUPPLY PRICES ARE UP ...

and that may mean an increase of 25% to 40% in your winter heating bills. Visit nyseg.com for information on using energy safely and wisely.

Also, please remember our Budget Billing service enables you to spread your energy costs evenly over 12 months, eliminating seasonal ups and downs in bills. For more information visit nyseg.com or contact us at 1.800.572.1111.

If you're having trouble paying your NYSEG bills, contact us at 1.888.315.1755. The sooner you do, the sooner we can work on a solution together.



Help warm the hearts and homes of neighbors in need

Project SHARE is an energy assistance fund that helps eligible customers cope with unexpected energy emergencies. Nearly \$4 million has been distributed to more than 23,000 customers since the program began in 1982. You can help make sure the dollars are there to help people this winter. There are **three ways** to contribute:

- 1 Add exactly \$1, \$2 or \$5 to your next NYSEG payment.
- 2 Send a check payable to Project SHARE to: Southern Tier Chapter – American Red Cross, 620 East Main Street, Endicott, NY 13760.
- 3 Through automatic giving – call us at 1.800.572.1111.

Every dollar sent to Project SHARE is tax-deductible and goes to help someone in need.



Project SHARE is a joint effort of NYSEG and the American Red Cross

NYSEG

Energy Lines

ATTENTION BUDGET BILLING CUSTOMERS >>
Please look at the separate bill insert for information about your new bill.

February 2006

PRODUCTS & SERVICES THAT WORK FOR YOU

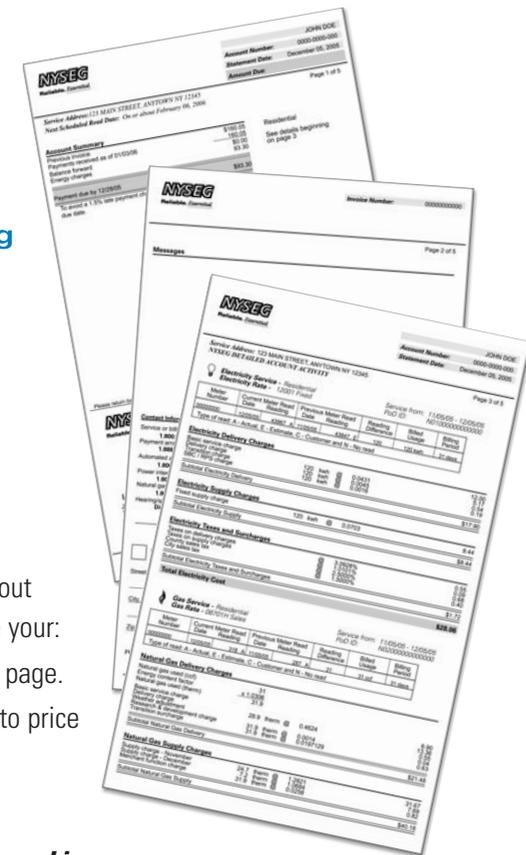
Your bill has a new look!

We're launching a new customer billing system and with it comes some exciting changes! We're keeping many of the features you like about NYSEG service and billing, and adding new services and features you've been asking for.

First, your bill has a new look – we haven't changed the amount of your energy charges, but we've changed how we present them to you. Your bill gives you more information about your energy charges than ever before. Other changes include your:

- >> New 11-digit account number, located at the top of each page.
- >> Energy supply charges listed in detail – making it easier to price compare and shop for your energy supply.
- >> New and improved usage information section.

A detailed look at the new bill can be found inside EnergyLines.



Changes can lead to busy times...

As we launch our new billing system, more customers than usual may be contacting us with questions about their bill or service.

If you need information, or wish to turn service on or off, nyseg.com is the best way to send your request to us. Also, our automated phone line – 1.800.600.2275 – offers account information, pay by phone, and meter reading services, all with voice recognition or touch-tone for your convenience.



A closer look at your new bill >>

- A** Your new, shorter **account number**.
- B** New **symbols for electricity and natural gas** service so you can quickly find and review charges in each section.
- C** The time period you are being billed for, and your new **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.
- D** Your new **meter reading chart** shows whether your current and previous meter readings were actual, estimated, customer readings or if a reading was not available.
- E** Your **electricity use** consists of **delivery, supply** and **transition** charges – now listed separately.
- F** The **SBC / RPS charge** is the System Benefits and Renewable Portfolio Standard charge. (Not a new charge.)
- G** **Taxes** are now listed separately. (Not new charges.)
- H** Your **supply charge** (per kilowatt-hour or therm) is the amount you need to know if you are shopping for your energy supply. Compare this supply price to offers you may receive from other suppliers. If you purchase your natural gas supply from NYSEG, you pay a market-based price. (NYSEG makes no profit on natural gas supply.) New market-based 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 on your bill.
- I** The **weather adjustment, research and development charge** and **transition surcharge** are listed separately. (Not new charges.)
- J** Customers who purchase their natural gas supply from NYSEG pay a **merchant function charge**. (Not a new charge.)
- K** Your new **usage chart information** section enables you to compare your current energy use to the last 12 months, and average temperature and daily energy use during the current billing period to the comparable period last year. Note that the months on the consumption graphs are listed in reverse calendar order, with the most recent month on the left. On the top of each bar is a letter indicating the type of meter reading (Actual, Estimated, Customer or No reading).



JOHN DOE

Account Number: 0000-0000-000

Statement Date: December 05, 2005

Service Address: 123 MAIN STREET, ANYTOWN NY 12345 Page 3 of 5

NYSEG DETAILED ACCOUNT ACTIVITY

B **Electricity Service - Residential**

D **Electricity Rate - 12001 Fixed**

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	12/05/05	43967 A	11/05/05	43847 E	120	120 kwh	31 days

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

C **Service from:** 11/05/05 - 12/05/05

PoD ID: N01000000000000

E **Electricity Delivery Charges**

Basic service charge					12.00
Delivery charge	120 kwh	@	0.0431		5.17
Transition charge	120 kwh	@	0.0045		0.54
SBC / RPS charge	120 kwh	@	0.0016		0.19
Subtotal Electricity Delivery					\$17.90

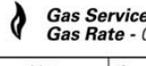
H **Electricity Supply Charges**

Fixed supply charge	120 kwh	@	0.0703		8.44
Subtotal Electricity Supply					\$8.44

G **Electricity Taxes and Surcharges**

Taxes on delivery charges	@	3.0928%			0.55
Taxes on supply charges	@	1.0101%			0.09
County sales tax	@	2.5000%			0.68
City sales tax	@	1.5000%			0.40
Subtotal Electricity Taxes and Surcharges					\$1.72

Total Electricity Cost



JOHN DOE

Account Number: 0000-0000-000

Statement Date: December 05, 2005

Service Address: 123 MAIN STREET, ANYTOWN NY 12345 Page 4 of 5

NYSEG DETAILED ACCOUNT ACTIVITY

B **Gas Service - Residential**

D **Gas Rate - 08701H Sales**

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	12/05/05	318 A	11/05/05	287 A	31	31 ccf	

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

C **Service from:** 11/05/05 - 12/05/05

PoD ID: N02

I **Natural Gas Delivery Charges**

Natural gas used (ccf)	31				
Energy content factor	x 1.0306				
Natural gas used (therm)	31.9				
Basic service charge					28.9
Delivery charge	28.9 therm	@	0.4624		13.36
Weather adjustment					0.0014
Research & development charge	31.9 therm	@	0.0014		0.45
Transition surcharge	31.9 therm	@	0.0197129		0.63
Subtotal Natural Gas Delivery					\$43.84

H **Natural Gas Supply Charges**

Supply charge - November	24.7 therm	@	1.2821		31.69
Supply charge - December	7.2 therm	@	1.0684		7.70
Merchant function charge	31.9 therm	@	0.0258		0.82
Subtotal Natural Gas Supply					\$40.21

Total Natural Gas Cost

Total Energy Charges

Total Energy Charges **\$65.24**

Total Energy Charges **\$93.30**

This bill is for illustrative purposes only.

On your new bill you'll also find:

- >> Special bill messages on the back of the first page.
- >> Definitions of terms on the last page of your bill along with payment information.

Visit nyseg.com to learn more.



JOHN DOE

Account Number: 0000-0000-000

Statement Date: December 05, 2005

Service Address: 123 MAIN STREET, ANYTOWN NY 12345 Page 4 of 5

NYSEG DETAILED ACCOUNT ACTIVITY

G **Natural Gas Taxes and Surcharges**

Taxes on delivery charges	@	3.0928%			0.66
Taxes on supply charges	@	1.0101%			0.41
County sales tax	@	2.5000%			1.57
City sales tax	@	1.5000%			0.94
Subtotal Natural Gas Taxes and Surcharges					\$3.58

Total Natural Gas Cost

Total Energy Charges

Total Energy Charges **\$65.24**

Total Energy Charges **\$93.30**

K **Usage Chart Information**

Historical Electricity Consumption

Electricity Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Dec-05	4 kwh	38° F
Dec-04	3 kwh	37° F

Historical Natural Gas Consumption

Natural Gas Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Dec-05	1 therm	38° F
Dec-04	1 therm	37° F