

Convenience with a click at nyseg.com!

We've redesigned our online services to offer you:

- >> Secure login for you and those you authorize.
- >> Online meter reading and payment, use and billing history.
- >> Ability to schedule a one-time electronic payment or enroll in paper-free billing right at nyseg.com.
- >> Automatic grouping of accounts under one login.

New telephone services

We've enhanced our telephone system so it's voice activated. We've also added new services so you can:

- >> Pay your bill by phone.
- >> Tell us your meter reading.
- >> Check your account balance.

If you have a power interruption or natural gas emergency, we're here 24 hours a day, every day at our emergency numbers:

- >> 1.800.572.1131 Electricity
- >> 1.800.572.1121 Natural Gas

Our customer service number, 1.800.572.1111, is available Monday through Friday, 7 a.m. to 7 p.m. For faster self-service, our automated phone line is available anytime at 1.800.600.2275.

Only you can authorize others to discuss your account

An authorized person can access account information and make account decisions that include turning off service, making payment arrangements or making payments. You may designate a spouse, partner, an individual with power of attorney, accountant or book-keeper or others as authorized parties. We'll only discuss your account information with those you authorize.

It may be helpful to have someone who can discuss your account and make decisions if you are not able, but it isn't necessary. If you select someone, be sure you trust their ability to make decisions about the service.

Street-lighting and outdoor lighting changes

We've improved our lighting bills to provide you with more information. The total amount billed for lighting – supply and delivery – will change each month according to the actual time the lights will be in use ("burn hours"). The annual amount charged will remain the same as before.

- >> If you are billed at the **NYSEG Fixed Price**, we have enrolled your account in Budget Billing, so your monthly charges will be divided into 12 equal installments, similar to how you were previously billed.
- >> If you are billed at the **NYSEG Variable Price**, you have already been charged a monthly amount that varies according to burn hours, and this will continue.
- >> If you have **chosen a supplier other than NYSEG**, your supply price is determined by the agreement you have with your supplier. Your NYSEG delivery price will fluctuate according to burn hours. This may be a change for some customers. If you receive a NYSEG supply credit, it already fluctuated according to burn hours and will continue to do so.

We can enroll any lighting account in Budget Billing or cancel your Budget Billing enrollment – just visit nyseg.com or contact us at 1.800.572.1111.

www.nyseg.com

NYSEG

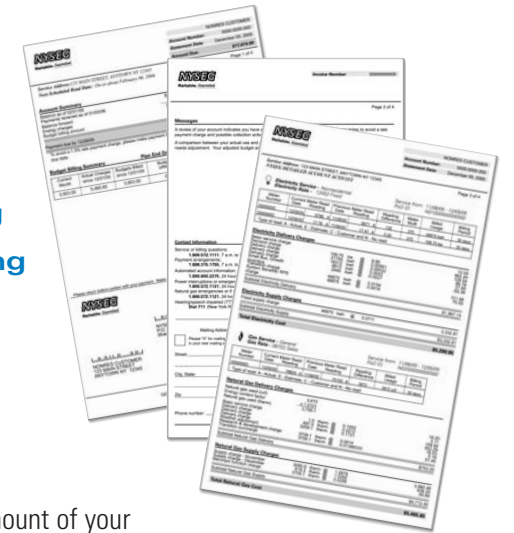
EnergyLines

Special edition
for our
nonresidential
customers

February 2006

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 before. Other changes include:

- >> A new 11-digit account number, located at the top of each page.
- >> Your energy supply charges listed in detail – making it easier to price compare and shop for your energy supply.
- >> Special bill messages on the back of the first page.
- >> Definitions of terms on the last page of your bill along with payment information.

A detailed look at the new bill can be found inside *EnergyLines*. Visit nyseg.com to learn more.

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.




ATTENTION BUDGET BILLING CUSTOMERS >>

Please look at the separate bill insert for information about your new bill.

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** If you are billed for blocks of electricity (with **delivery charges** that vary according to the amount of electricity you use), these blocks will appear as separate delivery charge line items.
- G** The **SBC / RPS charge** is the System Benefits and Renewable Portfolio Standard charge. (Not a new charge.)
- H** **Taxes** are now listed separately. (Not new charges.)
- I** 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.
- J** The **weather adjustment, research and development charge** and **transition surcharge** are listed separately. (Not new charges.)
- K** Customers who purchase their natural gas supply from NYSEG pay a **merchant function charge**. (Not a new charge.)



123 COMPANY, INC

A Account Number: 1111-1111-111

Statement Date: December 05, 2005

Sample Electricity Customer Bill

Service Address: 345 MAIN STREET, ANYTOWN NY 12345 Page 3 of 4

NYSEG DETAILED ACCOUNT ACTIVITY

B **Electricity Service - Nonresidential**

D **Electricity Rate - 12002 Fixed**

C Service from: 11/08/05 - 12/05/05

PoD ID: N01000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Meter Mult	Billed Usage	Billing Period
11111111	12/05/05	8217 A	11/08/05	8195 A	22	80	1760 kwh	28 days
11111111	12/05/05	46.09 A	11/08/05	46.01 A	0.08	80	6.40 kw	28 days

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

E **Electricity Delivery Charges**

Basic service charge					10.00
Demand charge	6.40 kw	@	8.85		56.64
Delivery charge	1280 kwh	@	0.00591		7.56
Delivery charge	480 kwh	@	0.00532		2.55
Transition charge	1760 kwh	@	0.0154		27.10
SBC / RPS charge	1760 kwh	@	0.0016		2.82
Subtotal Electricity Delivery					\$106.67

E **Electricity Supply Charges**

Fixed supply charge	1760 kwh	@	0.0711		125.14
Subtotal Electricity Supply					\$125.14

H **Electricity Taxes and Surcharges**

Taxes on delivery charges		@	0.2056%		0.22
Taxes on supply charges		@	0.2056%		0.26
Subtotal Electricity Taxes and Surcharges					\$0.48

Total Electricity Cost **\$232.29**

Total Energy Charges **\$232.29**

Interested in comparing your monthly energy use?


>> Usage charts, while available on residential bills, do not display on nonresidential bills. You can obtain usage history by creating an online account at nyseg.com.

These bills are for illustrative purposes only.

Attention bimonthly demand and time-of-use customers:

You will continue to be billed bimonthly for your electricity use (six bills per year). If you are also a natural gas customer, you will be billed monthly for your natural gas use (12 bills per year). On the months when we read your meters, your bill will have both electricity and natural gas charges combined; on the interim months, the bill will only display natural gas charges based on either an estimated or customer-provided meter reading.

If you are enrolled in Budget Billing and are an electricity and natural gas customer, on the months when we read your meters your budget bill will have both electricity and natural gas charges combined into one installment. On the interim months, you will receive a natural gas budget installment only.



ABC COMPANY, INC

A Account Number: 0000-0000-000

Statement Date: December 05, 2005

Sample Natural Gas Customer Bill

Service Address: 123 MAIN STREET, ANYTOWN NY 12345 Page 3 of 4

NYSEG DETAILED ACCOUNT ACTIVITY

B **Gas Service - General**

D **Gas Rate - 08702 Sales**

C Service from: 11/06/05 - 12/05/05

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	12/05/05	78824 A	11/06/05	75152 A	3672	3672 ccf	30 days

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

J **Natural Gas Delivery Charges**

Natural gas used (ccf)	3,672				
Energy content factor	x 1.0101				
Natural gas used (therm)	3,709.1				
Basic service charge					18.20
Delivery charge	1.0 therm	@	0.1052		0.11
Delivery charge	497.0 therm	@	0.2212		109.94
Delivery charge	3209.1 therm	@	0.1721		552.29
Weather adjustment					16.03
Research & development charge	3709.1 therm	@	0.0014		5.19
Transition surcharge	3709.1 therm	@	0.01388333		51.49
Subtotal Natural Gas Delivery					\$753.25

I **Natural Gas Supply Charges**

Supply charge - November	3090.9 therm	@	1.2878		3,980.46
Supply charge - December	618.2 therm	@	1.0292		636.25
Merchant function charge	3709.1 therm	@	0.0258		95.69
Subtotal Natural Gas Supply					\$4,712.40