

Did You *Voice Your Choice* for Your Electricity Supply?

In November 2008, NYSEG electricity customers were asked to select a supplier and a supply choice for all of 2009.

If you did not make a choice, your account was automatically placed as follows:

- **If you are a residential or nonresidential customer who does not pay demand charges, and you purchase your electricity supply from NYSEG,** you were placed in the NYSEG Default Supply Option.
- **If you are a nonresidential customer who pays demand charges (service classes 2, 3 and 7) and you purchase your electricity supply from NYSEG,** you were placed in the NYSEG Variable Price Option.
- **If you purchased your electricity supply from a supplier other than NYSEG** (also known as an energy services company or ESCO), you remained with your ESCO on the ESCO Price Option.

Your account will continue on your current option through December 31, 2009, unless you choose to switch suppliers. You cannot switch directly between NYSEG supply choices (the fixed, default or variable price options). **Check with your ESCO to discuss any contractual agreements before switching.**

If you switched suppliers for 2009, your selection takes effect with the next meter reading that occurs at least 15 days after NYSEG received the enrollment. Therefore, your new selection may not appear on your first bill in 2009.

Need Help With Winter Heating Bills?

You might be eligible for a Home Energy Assistance Program (HEAP) grant. HEAP is a federal program that provides financial assistance to eligible households. The season closes when funds are exhausted. Eligibility depends on income and family size. HEAP grants can be used to pay heating bills or for other energy-related emergencies.

- > **2008-2009 HEAP benefits have been increased by \$100 and households with energy emergencies are now eligible for *two* emergency HEAP grants. If you were already authorized for HEAP this season, the additional \$100 will be automatically added to your grant amount.**

It's important to apply early, since federal funding is limited. **For more information or to apply, contact your county's Department of Social Services.**

IF YOU ARE HAVING TROUBLE PAYING YOUR NYSEG BILLS, don't wait, contact us immediately at 1.888.315.1755.

✂ Clip and Save

How to Contact Us

Customer Relations Center: 1.800.572.1111
(Monday through Friday, 7 a.m. to 7 p.m.)

Electricity interruptions or emergencies:
1.800.572.1131 (24 hours a day, every day)

Natural gas odors or emergencies:
1.800.572.1121 (24 hours a day, every day)

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

Automated account information: 1.800.600.2275

Electronic message: Use our "Write to NYSEG" form online at nyseg.com

Payment arrangements: 1.888.315.1755

NYSEG



Be Prepared for Winter Storms

When a storm strikes, NYSEG is ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

If Your Power Is Interrupted >>

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. Then call us at **1.800.572.1131**.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid "peeking" into your refrigerator or freezer to help extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, always keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from another location such as your office or a family member's home) you can report an outage and get updated information at **nyseg.com**.

Stay Away From Downed Power Lines >>

Stay far away – and tell others to stay away – from downed wires. Even lines that appear "dead" can be deadly. Call us immediately at **1.800.572.1131** to report downed power lines.

If You Or a Member of Your Household Relies on Life-Sustaining Equipment >>

Don't wait, contact us now at 1.800.572.1111.

We'll keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours, and notify you before any planned interruption of your electricity service for maintenance.



Start the New Year 'Energy Smart'

- To get started on using energy wisely, start by conducting a home energy audit. For information on professional and do-it-yourself energy audits, visit **www.eere.energy.gov/consumer**.
- **For low-cost and no-cost energy-saving tips**, visit **nyseg.com**. The New York State Energy Research and Development Authority's **getenergysmart.org** Web site also offers valuable energy conservation information.
- **When shopping for new appliances**, look for the ENERGY STAR designation that indicates the most energy efficient models and yellow EnergyGuide labels that provide energy use and operating cost information for specific models.
- **Install** energy-saving automatic set-back thermostats.
- **Replace incandescent light bulbs** with compact fluorescent bulbs that use up to 75% less energy and last up to 10 times as long.
- **Sign up for NYSEG's Budget Billing** service and spread your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your NYSEG bill is going to be in advance. For more information or to sign up for Budget Billing, visit **nyseg.com** or call us at **1.800.572.1111**.



For more energy-wise tips, visit **nyseg.com**.

energy-wise tips

Part of NYSEG's commitment to the environment ...
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