

NYSEG

Energy Lines



Click on this symbol at nyseg.com for more information on using energy **safely** and wisely.

March 2006

PRODUCTS & SERVICES THAT WORK FOR YOU

Pay your bill your way!

We offer you a variety of ways to pay your bill. Besides mailing your payment to us, paying at one of 1,000 pay agents (banks, grocery stores or other local businesses) or dropping your payment off at one of our offices, we also offer the convenience of online, telephone and electronic funds transfer bill payment.

You can pay your bill online at nyseg.com two ways:

- >> Authorize NYSEG to make an online *e*-payment electronically and still continue to receive a paper bill. (Customers already enrolled in online billing or NYSEG's electronic funds transfer service may not be eligible to use this service.)
- >> Go paper-free by enrolling in NYSEG's *e*-Billing service. You'll be able to schedule automatic payments or view and pay your bill at your convenience, and manage multiple accounts.

Just visit nyseg.com (click on "Billing and Payment" then select how you want to pay using your secure Login ID and password).

You can pay by phone:

- >> Have your account number handy and call our automated service line 24 hours a day at 1.800.600.2275. Our telephone system is voice activated, so all you have to say when you call is "Pay by phone."

You can also enroll in NYSEG's electronic funds transfer (EFT) service:

- >> Just fill out the form on the back of your bill payment stub or print the form at nyseg.com.

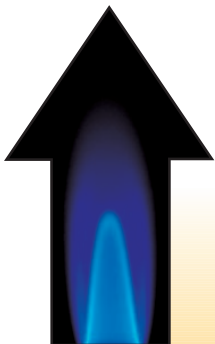


NATURAL GAS SUPPLY PRICES ARE UP ...

and that may mean an increase of 25% to 40% in your winter heating bills. Visit nyseg.com for tips on how to keep your bills down.

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.



Emergency generator *safety guidelines*



During power interruptions, when operating generators, it is essential to take precautions, for your safety and the safety of NYSEG people working to restore power.

Always read your owner's manual.

Always operate your generator outdoors in a clean, dry, well-ventilated area.

Always properly ground your unit to prevent electrical shock.

Always turn off your main circuit breaker before starting your generator.

Always make sure all electrical connections comply with National Electric Code.

NEVER connect a generator to an existing wiring system without an automatic transfer switch.

NEVER overload your generator with too many appliances.

NEVER let children play near a generator.

► Read our Emergency Generator Safety brochure at nyseg.com (click on "Safety Information") or call us at 1.800.572.1111.

IMPORTANT TO NOTE >> If not properly connected and grounded, your generator may feed electricity back into NYSEG's power lines. You may be liable for damage or injury to your neighbors and to NYSEG workers and equipment that may result from an improperly installed or operated emergency generator.

Our people *energizing our community*

Tom Myers has been an active volunteer for almost 10 years. Volunteering with the Afro-American Men's Association, he has helped raise money to give awards to local minority students who make the honor roll and provide monetary scholarships to those who will further their education. As a past board member and current volunteer with the Geneva Boys & Girls Club, Tom helped start a successful basketball program. This provides local children with an opportunity to become socially and athletically involved in our community. Tom is also an active member of the Geneva Sports Hall of Fame Committee that recognizes outstanding athletes, past and present, who have made great accomplishments in our community. "As a youth, many people helped me along the way and it's just a natural way for me to give back and I enjoy every minute of it."



Tom Myers – Gas Fitter Second Class, Geneva