

NYSEG

EnergyLines

In honor of
Older Americans Month

we salute
our senior
customers.



May 2006



PRODUCTS & SERVICES THAT WORK FOR YOU

Services Designed with You in Mind

Friendly Reminder > Our Friendly Reminder service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.

Hearing and Speech Impairment Assistance > If you use a text telephone (TTY) device in your home, just dial **711**, and ask the New York Relay Service operator to contact NYSEG at **1.800.572.1111**.

Interpreter Service > For customers who prefer to speak in a language other than English, we offer interpreter services. Call us at **1.800.572.1111**.



For more information, or to enroll in any of these free services, visit nyseg.com or call us at 1.800.572.1111.

One Less Worry > One call to us will place your NYSEG bill on hold for 30 days should you or a household member be hospitalized.

Sight-Saver Bill > Your NYSEG bill and our *EnergyLines* newsletter are available in large print at no charge.

Budget Billing > With NYSEG's Budget Billing service, you don't have to worry about seasonal ups and downs in your utility bills. Budget Billing lets you 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.

Stay Out of Hot Water!

Tap water that's too hot is a leading cause of burns for small children. If you have small children or elderly or disabled persons in your home, you may wish to lower your water heater temperature to 120 degrees Fahrenheit. In addition to providing safety from scalding, reducing the temperature is another way to manage your energy costs. Please refer to the water heater owner's manual for more details.



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

www.nyseg.com



Sometimes We May Need to Cut Back on Power Use

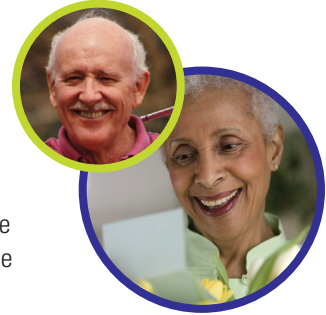
Because power use continues to rise in New York State, there may be a rare occasion – particularly in the summer – when the statewide demand for electricity may outpace the available supply. To protect the state’s power delivery system, the New York Independent System Operator (NYISO) could require all utilities to take immediate action. As a final step to relieve stress on the system we could be directed to temporarily shut off electricity to selected areas for an hour at a time. As these “controlled interruptions” end in one area, they might then move on to other areas until the high demand for electricity passes.

We don’t anticipate any shortages of electricity this summer, and NYSEG’s power delivery system is in good shape to provide the electricity you need. Even so, it’s always a good idea to be prepared for power interruptions, regardless of their cause.

Let Our Bill Payment Services Add Convenience to Your Life

NYSEG offers convenient ways to pay your bill. You can:

- Mail your payment in the envelope provided with your bill.
- Sign up for electronic funds transfer (EFT). With EFT, we’ll automatically deduct your payment from your checking or savings account – and you’ll receive a bill showing your payment and usage each month.
- Receive and pay your bill online at nyseg.com through NYSEG’s new *e*-Bill service or with your existing online payment service.
- Combine electronic funds transfer and online billing. This way you can review your bills online at your convenience.
- Have the convenience of online payment while still receiving a paper bill through our one-time *e*-payment service at nyseg.com.
- Call us at 1.800.600.2275 to pay your bill by phone.
- Take your payment to a pay agent – nearly 1,100 supermarkets, banks or other businesses. Some charge a nominal fee for this service.
- Use the drop box conveniently located outside your nearest NYSEG office location.



Power Partner Can Help

Having trouble paying your bills? Contact us right away! You may qualify for NYSEG’s Power Partner program. If you are income eligible, you can save on your monthly bills and get weatherization and budget assistance. Learn more at nyseg.com or contact us at 1.800.284.7988.

Turning Service On or Off is Easy

Let us know as soon as you know. There are **2 ways** to make it happen:

- Online at nyseg.com.
- By calling 1.800.572.1111, 7 a.m. to 7 p.m., Monday through Friday. So we can best meet your expectations, we need **at least** 24 hours’ notice.



Our People Energizing Our Communities

Gary Haag, Field Service Representative, Hamburg

For more than seven years, Gary Haag, a U.S. veteran, has been volunteering his time with the Vietnam Veterans Memorial Committee. Every Memorial Day new inscriptions are added to the memorial in a local county park in Buffalo. Gary coordinates all of the inscriptions that go on this memorial and he also serves as treasurer of the committee. “I have a sense of duty and honor to my fellow service men and women who have given their lives so we can live in this great country.”

