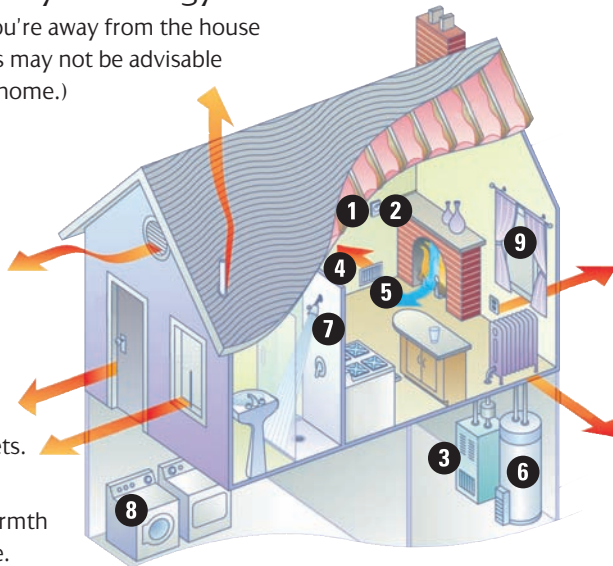# NYSEG

EnergyLines

Go paper-free – **nyseg.com/online**

Prepare for an Energy-Wise Winter

Maximize energy efficiency and minimize your energy bill.

1. Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if you have frail, ill or elderly people or infants in your home.)

2. Install programmable thermostats.

3. Change or clean furnace filters once a month during the heating season.

4. Warm air rises, so use registers to direct warm airflow across the floor.

5. Close vents and doors in unused rooms and close fireplace dampers when not in use.

6. Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.

7. Install water-flow restrictors in showerheads and faucets.

8. Run washing machines and dryers with a full load.

9. Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.

Here are a few more tips for managing winter heating costs:

- **Sign up for NYSEG's Budget Billing** service and spread your utility costs evenly over 12 months. For more information or to enroll, visit **nyseg.com** or call us at **1.800.572.1111**.

- **If you are having trouble paying your NYSEG bills**, don't wait, contact us right away at **1.888.315.1755**.

With HEAP comes EAP – NYSEG's Energy Assistance Program!

NYSEG's Energy Assistance Program (EAP) is designed to help eligible customers gain control of their energy bills. If a HEAP grant is applied directly to an active NYSEG account you will automatically earn monthly bill credits.

The 2011-2012 HEAP season is tentatively scheduled to open November 15, 2011. The Department of Social Services will accept applications on or after that date. Please be aware that due to reduced funding HEAP grants may be smaller and more limited than in the past.

energy assistance program

If your HEAP is supplied to another fuel supplier, simply provide us with a copy of your award letter and you, too, can enjoy monthly bill credits. Mail a copy of your award letter to: NYSEG, Energy Assistance Program, P.O. Box 5220, Binghamton, NY 13902-5220. Or fax it to: 1.800.325.9920.

For more information, please visit **nyseg.com**, click on "Your Account" and then on "Energy Assistance: HEAP and EAP Can Help."

Thank You to Our Customers!

The end of August brought us Hurricane Irene, which tore through a 30-county swath of NYSEG's service area. Close on Irene's heels was Tropical Storm Lee, which brought historic rains and flooding to the Southern Tier and Central Leatherstocking region of New York. Our thoughts have been with everyone affected by these severe storms. We deeply appreciate our customers' patience and understanding as we went about our work.

The Power of Your Dollars

Project SHARE is a fund that helps eligible customers cope with unexpected energy emergencies. There are three ways you can help make sure the dollars are there to assist your neighbors in need this winter:

1 Through automatic giving – visit **nyseg.com** (click on "Giving Back" and then on "In the Community."

2 Add exactly **$1**, **$2** or **$5** to your next NYSEG bill payment.

3 Send a check payable to Project SHARE to: Southern Tier Chapter – American Red Cross, 620 East Main Street, Endicott, NY 13760.

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

Fall Reminders: Eastern Standard Time Begins Sunday, November 6.

When setting clocks back, don't forget to replace batteries in battery-operated smoke alarms and carbon monoxide detectors.

ATTENTION DAY/NIGHT SERVICE CUSTOMERS > Our day/night meters are always set to Eastern Standard Time (EST). Timers you use to control equipment should always be set to match the time on the clock in the meter.

Prevent Carbon Monoxide (CO) Poisoning

Carbon monoxide (CO) is a colorless, odorless gas that is a product of incomplete combustion of natural gas, propane, fuel oil, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

TO PROTECT YOURSELF, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a CO detector for your home.

Look Up ... Look Out!

When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit **nyseg.com**, click on "Usage and Safety" and then on "Dig Safely and Look Up."

Environmental Update

- NYSEG is required by the New York State Public Service Commission (PSC) to publish this information twice a year with the most recent data provided by the PSC.

- **If you receive your electricity supply from NYSEG**, your environmental disclosure information is provided here. It is also available at **nyseg.com**, click on "Giving Back" and then on "In the Environment."

- **If you receive your electricity supply from a supplier other than NYSEG and your supplier's charges are included in your NYSEG bill**, your supplier's environmental disclosure will be provided in a separate bill insert that may not be at the same time as when the NYSEG's disclosure information is provided.

- **If you buy your electricity from a supplier other than NYSEG, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.

- For more information on environmental disclosure, contact the PSC at **1.888.Ask.PSC1** (1.888.275.7721) or visit **dps.state.ny.us**.

Fuel Sources Used to Generate Your Electricity

- January 2008 through December 2008
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	11%
Hydroelectric	16%
Natural Gas	44%
Nuclear	25%
Oil	2%
Solar	0%
Solid Waste	Less than 1%
Wind	1%
Total	**100%**

Air Emissions Relative to the New York State Average

- January 2008 through December 2008

NYS Average

Sulfur Dioxide (SO_2) — (75% of avg.)

Nitrogen Oxides (NO_x) — (74% of avg.)

Carbon Dioxide (CO_2) — (92% of avg.)

0%   50%   100%   150%   200%