



✂ — Clip and Save —

Our Telephone System Now Offers Voice Recognition Features

Many of our telephone features are self-service (for example, you can enter a meter reading or pay by phone). However, if you wish to speak with a representative, **it's important to follow the prompts to ensure you speak with the representative trained to address your specific issue.**



If you prefer to use your touch-tone phone to key in your responses, simply do not give spoken responses to the prompts. On the third inquiry, you'll be offered the option to respond using the key pad on your phone.

When Using Our Voice Response System:

- Eliminate as much background noise as possible.
- Speak clearly; do not use a speakerphone.
- If you wish to return to the main menu, you can say "main menu" at any time.
- Have your account number handy.

How to Contact Us

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)

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

Hearing- and speech-impaired (TTY):

Dial 711 (New York Relay Service)

Automated account information:

1.800.600.2275

Payment arrangements: 1.888.315.1755

How the Main Menu is Organized on Our Customer Relations Center Phone Line:

- **Reporting a natural gas emergency?** Our main concern is always safety, so this is the first question we ask. If it's not an emergency, say "no" and proceed to the main menu.
- **Billing or payments** – learn your account balance, date due, last payment and next billing date. You can also choose pay by phone, budget billing or request a copy of your last bill.
- **Outages** – report no power or some other condition.
- **Meter reading** – enter a meter reading or learn when your next meter reading is due.
- **Service requests** – set up a new account, end service, transfer service, start new construction or upgrade service.
- **More options** – make a one-time payment and gather *Voice Your Choice* electricity supply choice information, including price quotes and your usage history.

To access any of these options directly:

1. Call 1.800.572.1111.
2. Say "no" if you're not reporting an emergency.
3. At the main menu, say the topic area you are calling about (such as "Meter Readings").
4. Provide your account number when prompted.
5. Follow the remaining prompts either to enter or receive your information.

Special Note to Building, Remodeling and Electrical Contractors:

If you are calling to request a new service or to upgrade service, follow the five steps above. At step 3 say "Service Requests" and when prompted say "New Construction" or "Service Upgrade," as appropriate.

>> If you choose to call and experience an unusually long wait time because of the high volume of calls we are currently receiving, we appreciate your patience.

Prevent Carbon Monoxide Poisoning

>> **With the heating season right around the corner, here are two important safety tips for you to remember:**

1. Protect yourself from a silent killer. Carbon monoxide is a colorless, odorless gas that is a product of incomplete burning of natural gas, propane, gasoline, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater. Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. **Have your heating system and chimney, flues and vents checked once a year by a professional.**

2. Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call NYSEG immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.

>> **If you are a NYSEG natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at 1.800.572.1121.**



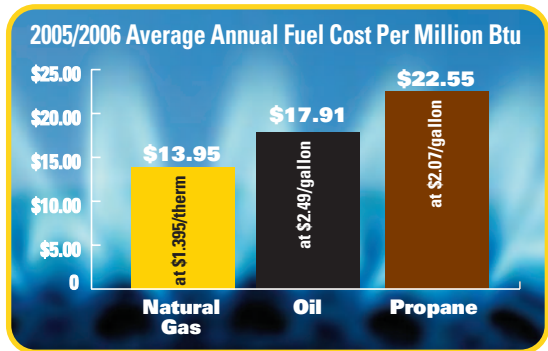
Emergency Generator Safety Guidelines

For your safety and the safety of NYSEG workers, it is essential that emergency generators be installed and operated properly. We have valuable information on generators in our Emergency Generator Safety brochure that is available at nyseg.com or by calling 1.800.572.1111.

PRODUCTS & SERVICES THAT WORK FOR YOU

What Better Time to Choose Clean, Economical Natural Gas

Plan now to reduce your energy costs this winter. Natural gas is the economical choice! A typical heating customer in upstate New York would have saved \$450 during the last 12 months by using natural gas instead of oil. And a typical propane heating customer who switched to natural gas would have saved just under \$1,000.



Price averages are for the period July 2005 - June 2006 and reflect a typical heat and hot water usage pattern.

Sources > Natural gas: NYSEG combined area bundled service rates
Oil and propane: NYSERDA survey data for Central Region



Our People Energizing Our Communities

Erika Longobardi,

Field Customer Service, Geneva

Erika Longobardi is a dedicated volunteer. For more than 20 years she has participated in the United Way's Day of Caring in the counties of Ontario and Wayne. Painting, cleaning, helping those in need... just some of the ways Erika and her co-workers have made a difference in our community. "I enjoy helping and meeting new people."