



July 2013

# EnergyLines

Go paper-free – [nyseg.com/online](http://nyseg.com/online)

## It's Summer! We Make Doing Business with Us Easy

Save time by doing business with us online, by phone, visiting a pay agent or using our payment kiosk.

**Enroll in our free Autopay service** and take the worry out of remembering to pay your bill. Each month, we'll automatically deduct your amount due from your checking account 23 days after we mail your bill. Simply complete the form on the back of your bill payment stub or enroll online at [nyseg.com](http://nyseg.com).

**Go paper-free with our free e-Bill service** – save stamps, checks and paper by paying your bills at [nyseg.com](http://nyseg.com). You can even **combine Autopay and e-Bill** to ensure you never miss a payment.

**Running errands at Walmart, Kmart or other local stores?** You can pay your NYSEG bill in person at an authorized pay agent (supermarkets and other businesses). Pay agents usually charge a small convenience fee; visit [nyseg.com](http://nyseg.com) to find the pay agent nearest you.



### Prefer to stay home and use the phone?

Call our **self service line** at **1.800.600.2275**, available anytime. You can pay your bill, review account information or enter meter readings.

### In the neighborhood of a NYSEG office?

If you are coming to our office to pay your bill, try our convenient **self-service kiosk**. To make a quick and secure payment, have your payment stub or account number handy. Kiosks accept cash (bills only), checks, PIN-less debit cards and credit cards. All cash and check transactions are free. Credit and PIN-less debit card transactions are subject to a \$4.95 convenience fee paid to a third-party vendor.



### There's more that [nyseg.com](http://nyseg.com)

**can offer:** Learn about or report a power outage, view your account information, send a meter reading and more at [nyseg.com](http://nyseg.com).



**Stay away from downed power lines** and tell others to stay away. 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**.

## Be Prepared for Summer 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.

For more tips, visit [nyseg.com](http://nyseg.com), click on "Outage Central" and then on "Storm Tips."

### If Your Power Is Interrupted:

- Check to see if your neighbor's power is out. If it isn't and you are able, double check your own circuit breakers or fuse box. Call us at **1.800.572.1131** to report a power interruption.
- 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, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at [nyseg.com](http://nyseg.com), by clicking the "Outage Central" icon.

Earn rewards as you lower your energy bill. Learn more at [nyseg.com](http://nyseg.com).



## Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe, thanks to the natural gas industry's diligence in maintaining, operating and monitoring the nation's vast transmission and distribution system.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Minor damage such as a gouge, scrape or dent to a pipeline or its coating may cause a leak or failure. To help us provide safe, reliable natural gas service:



- 1. Call before you dig.** Contractors are required by law – and all customers are strongly encouraged – to call Dig Safely New York (811 or 1.800.962.7962) two days but not more than 10 days prior to excavation work. One call provides notice to have underground utilities marked to help protect them – and ensure public safety – during excavation work. This service is **free**.
- 2.** Call us 24/7 at 1.800.572.1121 if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present.
- 3.** Respect underground pipeline rights of way: whether along a public street or on private property, certain activities could be restricted or prohibited. Check your deed or your municipality before planning any work (adding a storage shed, garage or pool) if you suspect it may infringe on a right of way.

Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.

## Pipeline Markers Show the Way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact Dig Safely New York at 811 or 1.800.962.7962 prior to any excavation.



## Commitment to Safety

We work with industry groups to continually enhance natural gas pipeline safety. At the state level, we work with regulators to ensure the system's safe operation. And, as new technologies are developed in pipeline design, inspections and operations, we continue to invest in programs that allow for safe and reliable natural gas delivery.

We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.



## Using Your Senses

A natural gas leak is usually recognized by smell, sight or sound.

**SMELL >>** For your safety, a distinctive odor, similar to rotten eggs, is added to natural gas. Note: Not all natural gas in larger transmission lines is odorized.

**SIGHT >>** You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

**SOUND >>** You may hear an unusual noise like roaring, hissing or whistling.

## Suspect a Natural Gas Leak?

**Get up, get out and call us 24/7 from a neighbor's phone at 1.800.572.1121 or call 911.**

We'll respond quickly to make sure you and your family are safe.

- DO NOT smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are in progress.