



August 2013

EnergyLines

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Beat the Heat as Summer Winds Down

Summer heat can be a serious health threat. Knowing how to stay cool when the temperatures peak may protect you and your family from the dangers of hyperthermia.

Hyperthermia is a medical condition that can occur if the body isn't able to stay cool. Being less active on extremely hot days can lower the risks of hyperthermia, but sometimes that isn't enough. Older persons and those with chronic health problems are especially at risk of hyperthermia. The good news is that hyperthermia can easily be prevented. To begin with, **know the warning signs:**

- Dizziness or severe weakness.
- Chest pain or rapid heartbeat.
- Nausea, diarrhea, cramps or vomiting.
- Breathing problems.
- Mood changes.
- Dry skin without sweating.
- Throbbing headaches.
- Limit your physical activity.
- If you begin to feel overheated, take a break and head for the shade.
- Take cool showers or baths.
- Check your medications for any side effects that could increase your risk of hyperthermia.
- Eat more salads and lighter foods.
- Don't overuse salt.

To lessen the possibility of hyperthermia:

- Drink plenty of water and avoid alcohol.
- Use a fan or air conditioner.
- Wear light colored and loose-fitting clothing.



If you suspect that you or a family member are suffering from hyperthermia, seek medical attention immediately.

Pay in Person

Need to make a payment fast and in person? Pay at a NYSEG customer service office or use one of our approved pay agents – and any Walmart or Kmart location nationwide – to have a payment post the next business day.

Pay at pay agents. Pay agents do charge a convenience fee for their service and accept cash, money orders or payments using debit cards with PIN code access (some also accept checks). Please bring your bill payment stub with you.

If you have a termination notice which will soon expire, call us at **1.888.315.1755** (Monday through Friday 7 a.m. to 7 p.m., excluding holidays) prior to making payment at a pay agent.

Pay at a NYSEG office. You can drop your bill payment off at one of our 13 area NYSEG customer service offices. If you wish to make your payment to a NYSEG representative in person, our offices are open Monday through Friday from 8 a.m. to 4:30 p.m., excluding major holidays.

Need to get money to us fast? For the fastest payment posting and processing, make an electronic check payment anytime using our e-Payment service at nyseg.com or by calling our self service line at **1.800.600.2275**. There is no charge for this service.



ATTENTION COLLEGE STUDENTS, MOVING OR SEASONAL CUSTOMERS >>

If you need your NYSEG service turned on or off, don't wait – we can schedule your request months in advance! Visit us anytime online at nyseg.com or contact us at **1.800.572.1111**, 7 a.m. to 7 p.m., Monday through Friday.

Please let us know as far in advance as possible – we need **at least 24 hours'** notice. If the meter is inside, you will need to be present or make access arrangements with us.

Trees: A Leading Cause of Power Interruptions

When power is interrupted, it is often due to a tree coming into contact with our power lines. To minimize interruptions, we prune or remove vegetation in our rights of way.

Removing Trees Near Transmission Lines

High-voltage transmission lines move large amounts of power from where it's produced to our local distribution system. In addition to our regular transmission maintenance work, as a direct result of the 2003 blackout (where tree limbs came into contact with transmission lines in Ohio) the New York State Public Service Commission does not allow trees to be pruned when they may grow too close to, come into contact with or fall into a high-voltage transmission line; in those cases, utilities must **remove** the trees.

Pruning Or Removing Trees Near Distribution Lines

For distribution lines – the power lines that deliver electricity to homes and businesses – we may prune or remove trees and vegetation depending on the situation. Any pruning we do follows American National Standards Institute (ANSI) standards and Tree Care Industry Association (TCIA) guidelines.

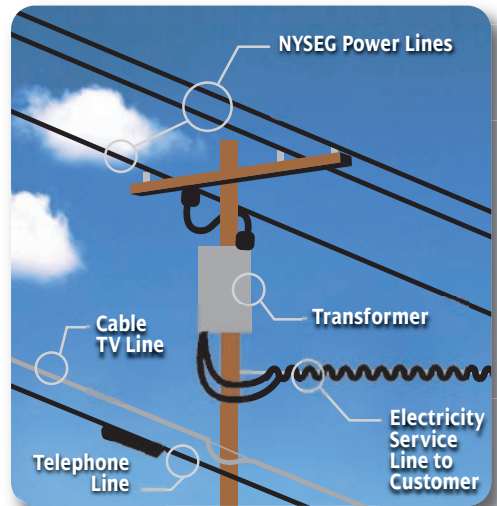
If you believe trees around utility lines need to be removed or pruned, we encourage you to contact the appropriate utility company (see the illustration to the right to help you identify utility lines). Vegetation on or near your electricity service wires should be pruned by qualified tree contractors. **Do not attempt this work yourself.**

To learn more visit nyseg.com, click on "Usage and Safety," "Electrical Safety" and then on "Trees and Powerlines."

Plan Before You Plant or Build: Consider the location of distribution lines when planting or doing construction work. Never plant or build anywhere near transmission lines.

Our Tree Debris Removal Policy

- During scheduled tree work in residential and landscaped areas, we chip and remove smaller branches and cut larger ones into easy-to-handle lengths to leave behind.
- When customers request that we clear vegetation outside of our schedule or in rural, non-landscaped areas, we leave the cut material behind.
- Following storms, our priority is to restore electricity service quickly, so when we have to cut vegetation, we leave cut material behind in all cases.



For Your Safety

- Never attempt to remove tree debris when downed power lines may be entangled.
- Leave cutting and pruning of trees near power lines to professionals. A tree or limb that contacts a power line could be deadly.
- Remind children not to climb trees near power lines.

Use Energy Wisely

There are still many opportunities to practice wise energy use this summer, which include staying cool indoors:

- Close blinds and drapes to block direct sunlight.
- Whenever possible, use fans instead of air conditioners.
- Attic fans, window fans, floor and table fans are cost-effective ways to stay cool.
- Window fans provide better ventilation.
- Set your air conditioner thermostat no lower than 78 degrees – higher if you will be away from home.
- Avoid cooking, baking and other indoor heat-producing activities on hot days.



For more energy-wise tips, visit nyseg.com

Earn rewards as you lower your energy bill. Learn more at nyseg.com.

 **energysaver**

