



# EnergyLines

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## Helping Those in Need With the Power of Your Dollars

Funded by NYSEG and our customers and employees, Project SHARE helps eligible customers pay for energy emergencies, such as fuel bills, repairs to heating equipment and for weatherization (such as storm doors and insulation).

Since 1982, Project SHARE has helped more than 34,000 households by distributing grants totaling more than \$7 million. Project SHARE is a joint effort of NYSEG and the American Red Cross.

All contributions are tax deductible. If you have contributed, whether a one time donation or through automatic giving, please accept our thanks. If you haven't contributed, but are interested in helping your neighbors in need, here are three ways you can give:

1. Through automatic giving – visit [nyseg.com](http://nyseg.com), (click on "Giving Back," then "In the Community," and then on "Project SHARE.")
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.



## Look Up...Look Out and Call Before Your Dig

Be aware of overhead and underground electric lines!

### Look Up...Look Out!

Electric lines have been around for such a long time – either safely strung at heights or buried underground – that they can be forgotten.

When working around your house or when hiring a contractor, know that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.



### Call Before You Dig

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities (electric lines and natural gas lines) marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

Contractors are required by state law to call *Dig Safely New York*. Homeowners who are planning digging projects are encouraged to call **811** or visit [digsafelynewyork.com](http://digsafelynewyork.com). Contact *Dig Safely New York* at least two working days (not counting the day you call) but not more than 10 working days before you plan to start your project. For more information, visit [nyseg.com](http://nyseg.com), click on "Usage and Safety" and then on "Dig Safely and Look Up."

### Play It Safe Around Electricity

Never fly kites near power lines.

Electricity from a kite caught in power lines could travel down the string and endanger anyone who touches it. Don't ever attempt to remove a kite tangled in a power line by climbing a utility pole or nearby tree. Never climb on an electrical tower or utility pole.

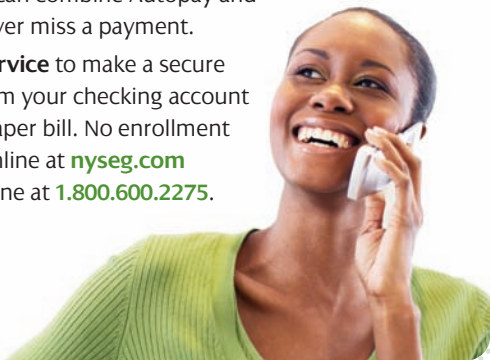
For more information, visit [nyseg.com](http://nyseg.com), then click on "Usage and Safety" and then on "Look Up...Look Out!"



## Pay Your Bill Your Way

Our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- **Enroll in our Autopay (electronic funds transfer) service** by completing the form on the back of your bill payment stub or **enroll online** at [nyseg.com](http://nyseg.com). With Autopay, NYSEG will deduct your amount due from your bank account 23 days after we mail your bill.
- **Go paper-free with our e-Bill service** – save stamps, checks and paper. You can combine Autopay and e-Bill to ensure you never miss a payment.
- **Use our e-Payment service** to make a secure electronic payment from your checking account while still receiving a paper bill. No enrollment or login needed, pay online at [nyseg.com](http://nyseg.com) or call our self service line at **1.800.600.2275**.



## 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](http://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.

## Generator Safety

When properly sized, installed and operated, stand-by generators (or emergency or back-up generators) can safely power electrical equipment during power interruptions. However, you must follow proper procedures or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into our lines, putting our people who are working to restore service in danger. **Please be sure to read, understand and follow all manufacturer's instructions for safe operation.**

### Review these safety tips before using your generator.

- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- The generator must be properly grounded.
- After losing power, turn off the main breaker or pull the main fuse block.
- All electrical connections must comply with the National Electric Code (NEC).
- Generators that are directly connected to existing wiring systems must use double-pole, double-throw (DPDT) transfer switch.
- Do not overload a generator with too many appliances.
- Use properly sized extension cords in good condition.
- You may be liable for damage or injury to people and property that may result from an improperly installed or operated emergency generator.



## Energy Resources and Services for Educators, Parents and Kids

Energy resources and services are only a click away at [nyseg.com](http://nyseg.com) – click on “Giving Back” and then on “In the Schools.” There you'll find materials on energy-related topics and resources including our:

- Grrrr the Natural Gas Safety Bear coloring book and Watts the Wizard safety posters to print and color.
- Information about the power of electricity, through our interactive Electric Universe and Energy Underground sections.



For our free, downloadable Emergency Generator Safety information sheet, visit [nyseg.com](http://nyseg.com), click on “Usage and Safety,” then on “Electrical Safety” and then click on the “Generator Safety” icon.