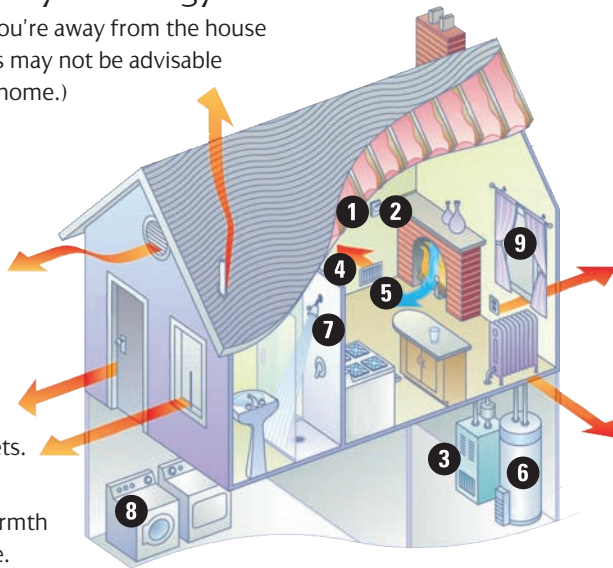




Prepare for an Energy-Wise Winter

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**.
- **If you need help with winter heating bills**, you might be eligible for a **Home Energy Assistance Program (HEAP)** grant. HEAP is a federal program that provides financial assistance to eligible households. The 2013-2014 HEAP season is scheduled to begin in mid-November 2013. Emergency HEAP is scheduled to open in 2014. For more information or to apply, visit otda.ny.gov/main/programs/heap or contact your local Department of Social Services.



Don't Forget
to Vote
on Tuesday,
November 5!

Fall Reminders:

Eastern Standard Time Begins Sunday, November 3.

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. Have your heating system and chimney, flues and vents checked by a professional and purchase a CO detector. 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** or call **911**.

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."

Beware of Scams

Nationwide, scammers identifying themselves as utility representatives have been contacting customers saying their service will be disconnected unless they pay immediately by purchasing a "Green Dot MoneyPak Card" or other prepaid debit card. Scams may also take other forms.

Please know that we will never call you and require payments if your account is in good standing. We will also not ask you to purchase a prepaid debit card to make payments. Protect yourself from payment scams with these tips:

- Never give out your NYSEG account number or other personal information to anyone contacting you.
- If you need to make an urgent payment, call us at **1.888.315.1755**, visit a NYSEG walk-in office location or use a local pay agent, such as Walmart.
- Always contact us first with any questions about late payments.

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 (i.e. storm doors and insulation).



Since 1982, Project SHARE has helped more than 34,000 households by distributing grants totaling more than \$7 million.

If you haven't contributed, but are interested in helping your neighbors in need, please check out the two ways you can give below. All contributions are tax deductible. If you have contributed, whether one time or through automatic giving, please accept our thanks.

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.

NYSEG's Energy Assistance Program (EAP)

NYSEG's Energy Assistance Program (EAP) is designed to help eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Basic Benefit (monthly bill credit) and EAP Limited Benefit (arrear forgiveness).

EAP monthly bill credits are available automatically to any customer who has a HEAP grant applied directly to an active NYSEG account. Once enrolled, a credit will be listed as a line item on your regular NYSEG bill. If HEAP is supplied to an account with another fuel vendor you must provide us with a copy of your HEAP award letter. Copies can be sent to us at the Energy Assistance Program, NYSEG, 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."

It Pays to Prepare Now for the Heating Season

Now is the time to make plans for winter heating. Here's what you can do to manage your energy bills:

- Conduct a home energy audit to determine ways you can save. For information on professional and do-it-yourself energy audits, visit energysavers.gov.
- The New York State Energy Research and Development Authority's getenergysmart.org website also offers valuable energy conservation information.
- When shopping for new appliances, look for the ENERGY STAR® designation that indicates the most energy efficient models. Also look for yellow EnergyGuide labels that provide energy use and operating cost information for specific models.
- Take advantage of **increased rebates** for installing high-efficiency natural gas equipment. To learn more visit nyseg.com and click on the "energy efficiency incentives" icon.
- Replace incandescent light bulbs with compact fluorescent bulbs that use up to 75% less energy and last up to 10 times as long.

