

Voice Your Choice Differences

		
Enrollment Limitations?	Customers enrolled in the Competitive Supplier Price Choice cannot enroll in the NYSEG Fixed Price Choice with Supply Credit.	None.
Customer Type differences	Large customers are defined as: SC 3, SC 7-2, SC 7-3, and SC 7-4 (primary metered customers) and are limited in their choices after enrollment is closed.	No difference in customer types (no large v. small).
Grace Period	Yes	No

You choose. We deliver. You choose. We deliver. You choose. We deliver.

2.14. New Customer Enrollment Kits (Welcome Kits)



Reliable. Essential.

Voice Your Choice Enrollment Kit



Select an
electricity
supply choice
for your home

Don't miss
the chance to

voice *your choice*

BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 141 ITHACA, NY

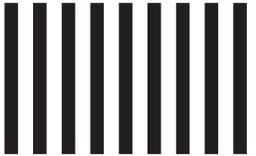
POSTAGE WILL BE PAID BY ADDRESSEE

NYSEG

Attention: Customer Relations Center
P.O. Box 5240
Binghamton, NY 13902-7952



No Postage
Necessary
if Mailed
in the
United States



Reliable. Essential.



An Energy East Company

NYSEG 1/05 04-1067 30M CP-461

voice your choice

FOR YOUR ELECTRICITY SUPPLY

With NYSEG's **Voice Your Choice** program you can choose your electricity supplier. You can also select a *fixed* or *variable* price for your electricity **supply**.

This enrollment kit explains your electricity supply choices and how to "Voice Your Choice."

It's important to review your choices and enroll within 90 days of starting service with us. Read on for:

- ▶ Descriptions of the electricity **supply** choices;
- ▶ A list of energy services companies (ESCOs);
- ▶ Questions to ask ESCOs;
- ▶ Enrollment instructions; and
- ▶ An enrollment postcard to complete and return to us.

Your choice will take effect on the day you make your selection and continue through December 31, 2006, unless you choose to switch your electricity supplier. It's important to make a choice.

If, after reading this enrollment kit, you have questions, you can contact NYSEG at nyseg.com or by calling 1.800.572.1111.

NYSEG Delivers for You



NYSEG is an energy delivery company. Whether you purchase your electricity **supply** from NYSEG or an ESCO, NYSEG will continue to safely and reliably deliver your electricity. If your power is interrupted or you have questions regarding your delivery service, NYSEG will be there for you.

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Enrollment Card

Name _____

Address _____

City _____ State _____ ZIP _____

NYSEG Account # _____

Phone Number (____) _____

Here is my Electricity Supply Choice:

- NYSEG Fixed Price
- NYSEG Variable Price

To enroll in an ESCO supply choice (the Competitive Supplier Price Choice or NYSEG Fixed Price Choice with Supply Credit) please contact an ESCO. They will enroll your account for you.

I understand if I do not select one of the choices within 90 days of starting service with NYSEG, my account will remain in the current rate.

How to Enroll

You can enroll by:

- 1** Returning the attached enrollment card by mail;
- 2** Calling NYSEG at 1.800.572.1111;
- 3** Selecting a supplier other than NYSEG and having your supplier enroll you.

Be sure to have your account number handy.



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Questions to Ask ESCOs

- ▶ What is your charge per kwh for electricity **supply**?
- ▶ Is this a fixed charge or does it vary depending on market price, time of day or usage?
- ▶ What is the length of the agreement?
- ▶ Is there a security deposit, cancellation fee or other fees?
- ▶ Do you have any incentives for signing up with you?
- ▶ Do you guarantee savings?
- ▶ When will I be billed for electricity and are your charges included in my NYSEG bill?
- ▶ What procedures are in place if I have a question or a complaint with you as my new ESCO?

For more information on electric and natural gas competition, contact the New York State Public Service Commission at 1.888.Ask.PSC1 (1.888.275.7721) or www.AskPSC.com

Electricity Supply and Delivery



Your total electricity price is made up of a **delivery charge** and a **supply charge**. The **delivery charge** is what you pay NYSEG to transport electricity to you over our power lines. The **supply charge** is what you pay for the electricity purchased on your behalf in the wholesale electric market by NYSEG or an ESCO.

- ▶ Your choice affects the **supply** portion of your bill.
- ▶ Each **supply** choice will have a **transition charge**. This charge is paid whether you receive electricity **supply** from NYSEG or a supplier other than NYSEG (ESCO). The majority of the **transition charge** represents the difference between the wholesale price of electricity and the price of NYSEG's mandated long-term electric contracts. In general, the **transition charge** and the wholesale price of electricity vary in opposite directions – when the wholesale price of electricity goes up, the **transition charge** goes down and vice versa. For example, on average, for each one-cent increase in the wholesale price of electricity, the **transition charge** will decrease about three-quarters of a cent per kilowatt-hour.
- ▶ Each **supply** choice will have a fixed NYSEG **delivery charge**.

Electricity Supply Choices

Choice 1. Competitive Supplier Price

You can choose to buy your electricity **supply** from a supplier other than NYSEG. Your total electricity cost will consist of three parts:

- ▶ A **supply charge** from your competitive supplier (ESCO) – depends on ESCO offer,
- ▶ A NYSEG variable **transition charge** – varies opposite the wholesale price, and
- ▶ A NYSEG **delivery charge** – fixed through 2006.



Your competitive supplier price for electricity **supply** will depend on the offer you accept from your ESCO. Your NYSEG **transition charge** and NYSEG **delivery charge** are not affected by the offer you accept from your ESCO. Your NYSEG **delivery charge** will be reduced by 0.4 cents per kilowatt-hour if you select this choice.

A list of ESCOs that have met requirements set forth by the New York State Public Service Commission (PSC), the New York Independent System Operator (NYISO – the group that operates the wholesale market) and NYSEG are listed on page 8.

If you select the Competitive Supplier Price, your first step is to make arrangements with a supplier other than NYSEG. Your ESCO must contact NYSEG to enroll your account in this choice.

Competitive Supplier List

The ESCOs listed below* have electricity **supply** offers for NYSEG residential customers:

- ▶ **Agway Energy Services, LLC.**
P.O. Box 4819, Syracuse, NY 13221-4819
Phone: 888.982.4929
www.agwayenergy.com
- ▶ **ConEdison Solutions**
701 Westchester Avenue, Suite 300E
White Plains, NY 10604
Phone: 800.262.6001
www.ConEdSolutions.com
- ▶ **ECONenergy Energy Company, Inc.**
P.O. Box 1020, Spring Valley, NY 10977
Phone: 800.805.8586
www.econenergy.com
- ▶ **Energetix, Inc.**
755 Brooks Ave., Rochester, NY 14619
Phone: 800.544.0182; Fax: 585.235.3024
www.energetix.net
- ▶ **Mirabito Gas & Electric, Inc.**
44 Grand St., Sidney, NY 13838
Phone: 877.569.3724
www.mirabito.com
- ▶ **NYSEG Solutions, Inc.**
81 State St., Stephens Square, 5th Floor
Binghamton, NY 13901-3133
Attn: Customer Service
Phone: 800.567.6520; Fax: 607.721.1719
www.nysegsolutions.com
- ▶ **Pro-Energy Marketing LLC**
1820 Route 20, Silver Creek, NY 14136
Phone: 877.PRO.ENER
www.proenergyusa.com
- ▶ **US Energy Partners LLC**
8555 Main Street, Buffalo, NY 14221
Phone: 716.631.0504
www.energypartnersusa.com

* For the most current list of participating ESCOs, visit nyseg.com or call us at 1.800.572.1111.

What Happens Next?

Once NYSEG receives your selection, it will be reflected in your next NYSEG bill. Your selection will remain in effect through December 31, 2006, unless you switch your supplier.

What If You Do Not Enroll?

If NYSEG does not receive your enrollment within 90 days of starting service with us, you will be assigned to the NYSEG Fixed Price. Your electricity service will not be interrupted.

What If You Change Your Mind?

You can switch suppliers or switch to and from NYSEG at anytime. You may be charged an administrative fee for any switches after your initial switch. You cannot switch directly from the NYSEG Fixed Price to the NYSEG Variable Price or vice versa. You cannot switch directly from the Competitive Supplier Price to the NYSEG Fixed Price with Supply Credit or vice versa.

Electricity Supply Choices

Choice 2. **NYSEG** Fixed Price

You can choose to have NYSEG provide your electricity **supply** at a fixed price. The NYSEG Fixed Price in effect can be found on our Web site at nyseg.com or by calling us toll-free at 1.800.572.1111. The NYSEG Fixed Price will remain set at that price ("fixed") through December 31, 2006. Your total electricity cost will consist of three parts:



- ▶ A NYSEG **supply charge** – fixed by converting the wholesale price to a guaranteed retail price,
- ▶ A NYSEG **transition charge** – fixed based on the **supply charge**, and
- ▶ A NYSEG **delivery charge** – fixed through 2006.

The fixed **supply charge** is calculated by adding an amount to the wholesale market price of electricity to convert it to a retail fixed price product.

Electricity Supply Choices

Choice 3. **NYSEG** Variable Price

You can choose to have NYSEG provide your electricity **supply** at a price that fluctuates depending on the electric wholesale market price. Your total electricity cost will consist of three parts:

- ▶ A NYSEG **supply charge** – varies directly with the wholesale price,
- ▶ A NYSEG **transition charge** – varies opposite the wholesale price, and
- ▶ A NYSEG **delivery charge** – fixed through 2006.

The **supply charge** will vary based on New York Independent System Operator (NYISO) day-ahead wholesale prices. As wholesale prices change, your **supply charge** will change.



Historical pricing for the variable **supply charge** can be found on our Web site at nyseg.com. As discussed on page 2, the **transition charge** can partially offset variations in the **supply charge** because the **transition charge** and the wholesale price vary in opposite directions. For example, on average, for each one-cent increase in the wholesale market price of electricity, the **transition charge** will decrease about three-quarters of a cent per kilowatt-hour.

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Electricity Supply Choices

Choice 4. **NYSEG** Fixed Price with Supply Credit

This is another way you can choose to buy your electricity **supply** from a supplier other than NYSEG. Your total electricity cost will consist of three parts:

- ▶ A **supply charge** from your ESCO – depends on supplier offer,
- ▶ A NYSEG Fixed Price charge – a fixed charge for **delivery, transition** and **supply**, and
- ▶ A NYSEG **supply credit** – a credit that varies directly with the wholesale price.

You will receive a **supply credit** for the **supply** portion of your NYSEG bill, which is applied against the NYSEG Fixed Price (a fixed price for **delivery, transition charge** and **supply**). The **supply credit** will **vary** monthly according to electric wholesale market conditions and will include an additional credit of 0.5 cents per kilowatt-hour.

The price you pay for electricity **supply** will depend on the offer you accept from your ESCO. See page 8 for a list of ESCOs.



If you select the NYSEG Fixed Price with Supply Credit, your ESCO must contact NYSEG to enroll your account in this choice.

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Voice Your Choice Enrollment Kit



Select an
electricity
supply choice
for your
non-residential
account

Don't miss
the chance to
voice
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BUSINESS REPLY MAIL
FIRST CLASS MAIL PERMIT NO. 141 ITHACA, NY

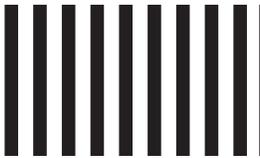
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Binghamton, NY 13902-7952



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in the
United States




An Energy East Company

NYSEG 1/05 04-1068 15M CP-462



voice your choice

The Choice is Yours

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This enrollment kit explains your electricity supply choices and how to "Voice Your Choice."

It's important to review your choices and enroll within 90 days of starting service with us. Read on for:

- ▶ Descriptions of the electricity **supply** choices;
- ▶ A list of energy services companies (ESCOs);
- ▶ Questions to ask ESCOs;
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- ▶ An enrollment postcard to complete and return to us.

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If, after reading this enrollment kit, you have questions, you can contact NYSEG at nyseg.com or by calling 1.800.572.1111.

NYSEG Delivers for You



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1

Enrollment Card

Name _____

Address _____

City _____ State _____ ZIP _____

NYSEG Account # _____

Phone Number (____) _____

Here is my Electricity Supply Choice:

- NYSEG Fixed Price
- NYSEG Variable Price

To enroll in an ESCO supply choice (the Competitive Supplier Price Choice or NYSEG Fixed Price Choice with Supply Credit) please contact an ESCO. They will enroll your account for you.

I understand if I do not select one of the choices within 90 days of starting service with NYSEG, my account will remain in the current rate.

How to Enroll

You can enroll by:

- 1** Returning the attached enrollment card by mail;
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Be sure to have your account number handy.

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Questions to Ask ESCOs

- ▶ What is your charge per kwh for electricity **supply**?
- ▶ Is this a fixed charge or does it vary depending on market price, time of day or usage?
- ▶ What is the length of the agreement?
- ▶ Is there a security deposit, cancellation fee or other fees?
- ▶ Do you have any incentives for signing up with you?
- ▶ Do you guarantee savings?
- ▶ When will I be billed for electricity and are your charges included in my NYSEG bill?
- ▶ What procedures are in place if I have a question or a complaint with you as my new ESCO?

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- ▶ Your choice affects the **supply** portion of your bill.
- ▶ Each **supply** choice will have a **transition charge**. This charge is paid whether you receive electricity **supply** from NYSEG or a supplier other than NYSEG (ESCO). The majority of the **transition charge** represents the difference between the wholesale price of electricity and the price of NYSEG's mandated long-term electric contracts. In general, the **transition charge** and the wholesale price of electricity vary in opposite directions – when the wholesale price of electricity goes up, the **transition charge** goes down and vice versa. For example, on average, for each one-cent increase in the wholesale price of electricity, the **transition charge** will decrease about one-half to three-quarters of a cent per kilowatt-hour.
- ▶ Each **supply** choice will have a fixed NYSEG **delivery charge**.

Electricity Supply Choices

Choice 1. Competitive Supplier Price

You can choose to buy your electricity **supply** from a supplier other than NYSEG. Your total electricity cost will consist of three parts:

- ▶ A **supply charge** from your competitive supplier (ESCO) – depends on ESCO offer,
- ▶ A NYSEG variable **transition charge** – varies opposite the wholesale price, and
- ▶ A NYSEG **delivery charge** – fixed through 2006.



Your competitive supplier price for electricity **supply** will depend on the offer you accept from your ESCO. Your NYSEG **transition charge** and NYSEG **delivery charge** are not affected by the offer you accept from your ESCO. Your NYSEG **delivery charge** will be reduced by 0.4 cents or 0.2 cents per kilowatt-hour if you select this choice. The amount of your **delivery charge** reduction will depend on your service classification.

A list of ESCOs that have met requirements set forth by the New York State Public Service Commission (PSC), the New York Independent System Operator (NYISO – the group that operates the wholesale market) and NYSEG are listed on pages 7 and 8.

If you select the Competitive Supplier Price, your first step is to make arrangements with a supplier other than NYSEG. Your ESCO must contact NYSEG to enroll your account in this choice.

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- ▶ **Constellation NewEnergy Inc.**
810 7th Avenue, Suite 400, New York, NY 10019
Phone: 866.237.7693
www.newenergy.com
- ▶ **ECONergy Energy Company, Inc.**
P.O. Box 1020, Spring Valley, NY 10977
Phone: 800.805.8586
www.econergy.com
- ▶ **Empire Natural Gas Corporation**
173 Airport Road, Greene, NY 13778
Phone: 607.656.7851; Fax: 607.656.7854
www.empirenatgas.com
- ▶ **Energetix, Inc.**
755 Brooks Ave., Rochester, NY 14619
Phone: 800.544.0182; Fax: 585.235.3024
www.energetix.net
- ▶ **Energy Cooperative of New York, Inc.**
403 Main St., Ste 411, P.O. Box 17 Buffalo, NY 14205
Phone: 716.842.1697
E-mail: jlawrence@ecny.org
- ▶ **Mirabito Gas & Electric, Inc.**
44 Grand St., Sidney, NY 13838
Phone: 877.569.3724
www.mirabito.com
- ▶ **National Fuel Resources, Inc.**
165 Lawrence Bell Drive, Suite 120, Buffalo, NY 14221
Phone: 800.839.9993; Fax: 716.630.6798
www.nfrinc.com
- ▶ **NYSEG Solutions, Inc.**
81 State St., Stephens Square, 5th Fl.
Binghamton, NY 13901-3133, Attn: Customer Service
Phone: 800.567.6520; Fax: 607.721.1719
www.nysegsolutions.com
- ▶ **Pro-Energy Marketing LLC**
1820 Route 20, Silver Creek, NY 14136
Phone: 877.PRO.ENER
www.proenergyusa.com
- ▶ **Select Energy**
507 Plum St., Syracuse, NY 13204
Phone: 888.758.6888
www.selectenergy.com
- ▶ **Sempra Energy Solutions**
The Mac-Cali Building, 581 Main Street, 8th Floor
Woodbridge, NJ 07095
Phone: 732.596.6400; Fax: 732.596.6450
www.semprasolutions.com
- ▶ **Tractebel Energy Services, Inc.**
208 Fayette St., Manlius, NY 13104
Phone: 866.999.8374; Fax: 315.682.1579
www.tractebelenergy.com
- ▶ **US Energy Partners LLC**
8555 Main Street, Buffalo, NY 14221
Phone: 716.631.1517
www.energypartnersusa.com

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What Happens Next?

Once NYSEG receives your selection, it will be reflected in your next NYSEG bill. Your selection will remain in effect through December 31, 2006, unless you switch your supplier.

What If You Do Not Enroll?

If NYSEG does not receive your enrollment within 90 days of starting service with us, your account will be placed in a **supply** choice based on your service classification.

What If You Change Your Mind?

You can switch suppliers or switch to and from NYSEG at anytime. You may be charged an administrative fee for any switches after your initial switch. You cannot switch directly from the NYSEG Fixed Price to the NYSEG Variable Price or vice versa. You cannot switch directly from the Competitive Supplier Price to the NYSEG Fixed Price with Supply Credit or vice versa.

Competitive Supplier List

The ESCOs listed below have electricity **supply** offers for NYSEG non-residential customers:

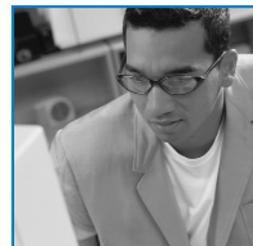
- ▶ **Advantage Energy, Inc.** a subsidiary of WPS Energy Services, Inc.
3556 Lake Shore Rd., Suite 120 Buffalo, NY 14219
Phone: 888.649.4464; Fax: 716.826.9725
www.advantageenergyusa.com
- ▶ **Agway Energy Services, LLC.**
P.O. Box 4819, Syracuse, NY 13221-4819
Phone: 888.982.4929
www.agwayenergy.com
- ▶ **Amerada Hess Corporation**
1 Hess Plaza, Woodbridge, NJ 07095
Attn: Anne Marie Loffredo
Phone: 732.750.6713; Fax: 201.356.4973
E-mail: aloffredo@hess.com
- ▶ **ConEdison Solutions** c/o New York Energy
100 Elwood Davis Road, North Syracuse, NY 13212
Phone: 315.701.1549 ext. 103
Attention: Phil Van Horne
www.ConEdSolutions.com

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Electricity Supply Choices

Choice 2. **NYSEG** Fixed Price

You can choose to have NYSEG provide your electricity **supply** at a fixed price. The NYSEG Fixed Price in effect can be found on our Web site at nyseg.com or by calling us toll-free at 1.800.572.1111. The NYSEG Fixed Price will remain set at that price ("fixed") through December 31, 2006. Your total electricity cost will consist of three parts:



- ▶ A NYSEG **supply charge** – fixed by converting the wholesale price to a guaranteed retail price,
- ▶ A NYSEG **transition charge** – fixed based on the **supply charge**, and
- ▶ A NYSEG **delivery charge** – fixed through 2006.

The fixed **supply charge** is calculated by adding an amount to the wholesale market price of electricity to convert it to a retail fixed price product.

4

Electricity Supply Choices

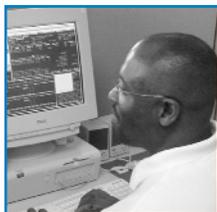
Choice 3. **NYSEG** Variable Price

You can choose to have NYSEG provide your electricity **supply** at a price that fluctuates depending on the electric wholesale market price. Your total electricity cost will consist of three parts:

- ▶ A NYSEG **supply charge** – varies directly with the wholesale price,
- ▶ A NYSEG **transition charge** – varies opposite the wholesale price, and
- ▶ A NYSEG **delivery charge** – fixed through 2006.

The **supply charge** will vary based on New York Independent System Operator (NYISO) day-ahead wholesale prices. As wholesale prices change, your **supply charge** will change.

Historical pricing for the variable **supply charge** can be found on our Web site at nyseg.com. As discussed on page 2, the **transition charge** can partially offset variations in the **supply charge** because the **transition charge** and the wholesale price vary in opposite directions. For example, on average, for each one-cent increase in the wholesale market price of electricity, the **transition charge** will decrease about one-half to three-quarters of a cent per kilowatt-hour.



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Electricity Supply Choices

Choice 4. **NYSEG** Fixed Price with Supply Credit

You can choose to buy your electricity **supply** from a supplier other than NYSEG. Your total electricity cost will consist of three parts:

- ▶ A **supply charge** from your ESCO – depends on supplier offer,
- ▶ A NYSEG Fixed Price charge – a fixed charge for **delivery, transition and supply**, and
- ▶ A NYSEG **supply credit** – a credit that varies directly with the wholesale price.

You will receive a **supply credit** for the **supply** portion of your NYSEG bill, which is applied against the NYSEG Fixed Price (a fixed price for **delivery, transition charge and supply**). The **supply credit** will **vary** monthly according to electric wholesale market conditions and will include an additional credit of 0.3 or 0.5 cents per kilowatt-hour. Your additional credit will depend on your service classification.

The price you pay for electricity **supply** will depend on the offer you accept from your ESCO. See pages 7 and 8 for a list of suppliers.



If you select the NYSEG Fixed Price with Supply Credit, your ESCO must contact NYSEG to enroll your account in this choice.

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2.15. Customer Awareness Survey

Residential Customer Opinion

INTERVIEWER: EXPLAIN WHY YOU ARE CALLING AND ASK TO SPEAK TO THE HEAD OF THE HOUSEHOLD.

READ: Hello, I'm calling from Visionary Research. New York State Electric and Gas (NYSEG -pronounced NICE-EGG) has asked us to conduct a residential customer survey and we would like to include your opinions in the survey. This is not a sales call. No one will try to sell you anything. The survey usually takes less than 10 minutes. Are you one of the heads of the household (IF YES, CONTINUE, OTHERWISE REFER TO HEAD OF HOUSEHOLD)?

SATISFACTION (Fall & Spring Fielding)

S1.	Does NYSEG deliver your electricity, gas, or both?	1. Electricity ONLY 2. Gas ONLY 3. Both 4. Don't know INELIGIBLE
S2.	Overall, how satisfied would you say you are as a result of your experiences with NYSEG? Please use a scale of 1-5, where 5 means you are very satisfied and 1 means you are not satisfied at all.	1. Not satisfied at all GO TO S3A 2. Two GO TO S3A 3. Three SKIP TO S3B 4. Four SKIP TO S3C 5. Very Satisfied SKIP TO S3C 6. Don't know/Refused SKIP TO S4
S3A.	Why aren't you satisfied? <i>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</i> <i>CODE AS APPROPRIATE, DO NOT READ LIST</i>	The following list is for coding purposes: 1. High rates 2. Frequent Outages 3. Billing Problems 4. Poor Customer Service 5. Other (Specify _____) 6. Don't know
S3B.	Why do you say that? <i>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</i> <i>CODE AS APPROPRIATE, DO NOT READ LIST</i>	The following list is for coding purposes: 1. No problems 2. Good prompt/response service 3. Good service 4. No interruption in service 5. High rates 6. Frequent Outages 7. Billing Problems 8. Poor Customer Service 9. Other (Specify _____) 10. Don't know

<p>S3C.</p>	<p>Why are you satisfied?</p> <p>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</p> <p>CODE AS APPROPRIATE, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. No problems 2. Good prompt/response service 3. Good service 4. No interruption in service 5. Other (Specify _____) 6. Don't know 														
<p>S4.</p>	<p>I'd like you to think about the customer service that you expect to receive from NYSEG. What things are most important to you when you think about receiving outstanding customer service from NYSEG?</p> <p>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</p> <p>CODE AS APPROPRIATE, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. Quick response time 2. Few outages 3. Courteous service 4. Reasonable rates 5. Speak to person when calling 6. Knowledgeable staff 7. Helpful customer service 8. Other (Specify _____) 9. Don't know 														
<p>S4A.</p>	<p>What method do you prefer to use when doing business with NYSEG?</p> <p>(PROBE FOR RESPONSE)</p> <p>CODE AS APPROPRIATE, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. Phone 2. Letter 3. Email 4. Automated response (VRU) 5. Walk-in office 6. Home visit 7. Other (Specify _____) 8. Don't know 														
<p>S5.</p>	<p>Over the past three months, did you call, visit, or write NYSEG for any reason?</p> <p>ACCEPT MULTIPLES</p>	<table border="0"> <tr> <td>1. Called NYSEG</td> <td>GO TO S6</td> </tr> <tr> <td>2. Visited NYSEG</td> <td>GO TO S6</td> </tr> <tr> <td>3. Wrote NYSEG</td> <td>GO TO S6</td> </tr> <tr> <td>4. Contacted NYSEG through their website</td> <td>GO TO S6</td> </tr> <tr> <td>5. Emailed NYSEG</td> <td>GO TO S6</td> </tr> <tr> <td>6. No Contact</td> <td>SKIP TO S10</td> </tr> <tr> <td>7. Don't know/Refused</td> <td>SKIP TO S10</td> </tr> </table>	1. Called NYSEG	GO TO S6	2. Visited NYSEG	GO TO S6	3. Wrote NYSEG	GO TO S6	4. Contacted NYSEG through their website	GO TO S6	5. Emailed NYSEG	GO TO S6	6. No Contact	SKIP TO S10	7. Don't know/Refused	SKIP TO S10
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S6.	What was (were) the reason(s) you contacted NYSEG?	<p>READ LIST ACCEPT MULTIPLES</p> <ol style="list-style-type: none"> 1. Request service 2. Billing inquiry 3. Credit and collection 4. Complaint 5. Report outage or outage information 6. General questions 7. Other (specify) _____ <p>DO NOT READ:</p> <ol style="list-style-type: none"> 8. Don't know/Refused 					
S7.	Thinking about the reason for your contact, overall, were you very satisfied, fairly satisfied, fairly dissatisfied or very dissatisfied with the way it was handled?	<ol style="list-style-type: none"> 4. Very satisfied 3. Fairly satisfied 2. Fairly dissatisfied 1. Very dissatisfied 5. Don't know/ Refused 	<ol style="list-style-type: none"> SKIP TO S9 GO TO S8 GO TO S8 GO TO S8 SKIP TO S9 				
S8.	<p>Can you please explain why you were not totally satisfied with any part of the service?</p> <p>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</p> <p>CODE AS APPROPRIATE, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. Unanswered billing questions 2. Couldn't get through 3. Rude representatives 4. Slow to restore power 5. Poor meter services 6. Other (Specify _____) 7. Don't know 					
S9.	<p>With regard to the NYSEG individual you had contact with, would you agree strongly, agree somewhat, neither agree nor disagree, disagree somewhat, or disagree strongly that(INSERT from list below).</p>						
A.	the representative was courteous	5	4	3	2	1	6
B.	the representative was helpful	5	4	3	2	1	6
C.	the representative was knowledgeable	5	4	3	2	1	6
D.	the representative answered your questions and communicated clearly	5	4	3	2	1	6

S10.	In providing timely and accurate information about when power will be restored, does NYSEG do an excellent, pretty good, not so good or poor job?	<ol style="list-style-type: none"> 4. Excellent 3. Pretty Good 2. Not So Good 1. Poor 5. Don't know/ Refused
S11.	Why do you say that?	<i>PROBE FOR COMPLETE RESPONSE</i>
S12.	<p>How can NYSEG improve its communications during power interruptions? Please be as specific as possible.</p> <p><i>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</i></p> <p><i>CODE AS APPROPRIATE, DO NOT READ LIST</i></p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. Frequent radio and TV reports or ads 2. Add telephone staff 3. Don't change anything 4. Prior notice for power interruptions 5. Call with estimated time for power interruption 6. Automated message with information 7. Prompt response to power outages 8. Door-to-door representative 9. Finding correct number needs to be easy 10. Provide power restoration times on NYSEG website 11. Other (Specify _____) 12. Don't know

OUTREACH AND EDUCATION (Fall Fielding Only; OE1 AND OE2 MAY STAY IN)

OE1.	<p>In the past 3 months, in which of the following media have you seen or heard advertisements sponsored by NYSEG?</p> <p>ACCEPT MULTIPLES READ LIST</p>	<ol style="list-style-type: none"> 1. TV 2. Radio 3. Billboard 4. Newspaper 5. Banner ads on website 6. Direct mail 7. On-hold messages when calling NYSEG 8. Other (Specify _____) 9. None SKIP TO OE3 <p>DO NOT READ:</p> <ol style="list-style-type: none"> 10. Don't know SKIP TO OE3
OE2.	<p>Thinking of the most recent NYSEG advertisement that you recall, in your opinion, what was that advertisement about or trying to communicate?</p> <p>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</p> <p>CODE AS APPROPRIATE, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. Customer service programs 2. Planned service interruption 3. Alternative energy sources 4. Competition possibility 5. Rebates 6. Economic Development 7. Research and Development 8. Community Involvement 9. Other (Specify _____) 10. Don't know/refused
OE3.	<p>How often do you read the inserts that come with your NYSEG bill?</p>	<ol style="list-style-type: none"> 1. Every time the bill comes 2. Frequently - more than half of the time 3. Occasionally - less than half of the time 4. Never <p>DO NOT READ:</p> <ol style="list-style-type: none"> 5. Don't know/ Refused
OE4a.	<p>Every year, NYSEG sends out a Rights and Responsibilities booklet to every customer that summarizes NYSEG's service policies, energy supply choices and your rights under Public Service Commission rules. Do you recall seeing it?</p>	<ol style="list-style-type: none"> 1. Yes 2. No SKIP TO OE5 3. Don't know or recall SKIP TO OE5

OE4b.	Once you received your Rights and Responsibilities booklet, what did you do with it?	<ol style="list-style-type: none"> 1. Read it cover-to-cover 2. Scanned through it 3. Set it aside to read later SKIP TO OE5 4. Threw it away SKIP TO OE5 5. Don't know or recall SKIP TO OE5
OE4c.	Overall, how easy was the Rights and Responsibilities booklet to understand?	<ol style="list-style-type: none"> 1. Very easy to understand 2. Somewhat easy to understand 3. Somewhat difficult to understand 4. Very difficult to understand
OE4d.	Are you aware of special protections offered to elderly or disabled customers throughout the year and all customers during cold weather?	<ol style="list-style-type: none"> 1. Yes, Aware 2. No, Not Aware 3. Don't Know/Refused

READ: Next we are going to talk about the way that you prefer to receive information from NYSEG

OE5a.	How do you prefer to information regarding safety and using energy wisely?	<ol style="list-style-type: none"> 1. NYSEG bill inserts 2. NYSEG website 3. Special mailing 4. Local newspaper 5. TV or radio 6. Other (specify: _____) 7. Don't know
OE5b.	How do you prefer to information regarding deregulation or changes within the industry?	<ol style="list-style-type: none"> 1. NYSEG bill inserts 2. NYSEG website 3. Special mailing 4. Local newspaper 5. TV or radio 6. Other (specify: _____) 7. Don't know
OE5c.	How do you prefer to information regarding customer services that NYSEG offers?	<ol style="list-style-type: none"> 1. NYSEG bill inserts 2. NYSEG website 3. Special mailing 4. Local newspaper 5. TV or radio 6. Other (specify: _____) 7. Don't know

READ: For the next set of questions, think about all of the possible places where you can obtain information from NYSEG. These sources may include TV or radio ads, town meetings, mailings, bill inserts, the NYSEG website and the newspaper.

OE6.	Do you recall hearing about electric and/or natural gas safety?	<ol style="list-style-type: none"> 1. Yes 2. No SKIP TO OE7 3. Don't know SKIP TO OE7
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OE6a.	<p>What have you heard about regarding safety from NYSEG?</p> <p>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</p> <p>RECORD VERBATIM, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. Safety around power lines 2. Storm safety tips 3. Call before you dig 4. Carbon monoxide safety/furnace check-up 5. Other, Specify _____ 6. Don't know
OE7.	<p>Do you recall hearing about services NYSEG offers its customers, such as billing and payment options?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know <p style="text-align: right;">SKIP TO OE8 SKIP TO OE8</p>
OE7a.	<p>What services have you heard about?</p> <p>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</p> <p>RECORD VERBATIM, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. Balanced billing 2. On-line billing 3. Customer payment assistance programs 4. Other, Specify _____ 5. Don't know
OE8.	<p>Do you recall hearing about ways to use energy wisely?</p>	<ol style="list-style-type: none"> 1. Yes 2. No 3. Don't know <p style="text-align: right;">SKIP TO OE9 SKIP TO OE9</p>
OE8a.	<p>What have you heard from NYSEG regarding ways to use energy wisely?</p> <p>(PROBE FOR COMPLETE RESPONSE AND THEN FOR ADDITIONAL RESPONSES)</p> <p>RECORD VERBATIM, DO NOT READ LIST</p>	<p>The following list is for coding purposes:</p> <ol style="list-style-type: none"> 1. General information 2. Reducing usage during peak periods 3. Reducing or controlling usage to manage energy bills 4. Other, Specify _____ 5. Don't know
OE9.	<p>How often do you read the usage graph that appears on your bill?</p>	<ol style="list-style-type: none"> 1. Always 2. Sometimes 3. Never 4. Don't know

RETAIL ACCESS AWARENESS QUESTIONS (Spring Fielding Only)

- R1. a. As a NYSEG customer, do you have a choice of electricity suppliers?
1. Yes
 2. No__ SKIP TO R3 *(If a combination –gas and electric customer- ask R1.b. before going to R3.)*
- b. As a NYSEG customer, do you have a choice of natural gas suppliers?
1. Yes
 2. No__ SKIP TO R3
- R2. Where did you learn about the electricity and natural gas supply choice?
(DO NOT READ RESPONSES. MULTIPLE RESPONSES.)
1. (Energy Lines)
 2. (Bill insert)
 3. (NYSEG enrollment package)
 4. (NYSEG representative)
 5. (Supplier)
 6. (NY State Public Service Commission)
 7. (Newspaper)
 8. (Radio)
 9. (Local agency)
 10. (Aggregator/Cooperative)
 11. (Government agency)
 12. (Other, specify:_____)
 13. (Don't know)
- R3. Would you say that it is Important or Not Important that customers be able to choose their electricity or natural gas supplier?
1. Important
 2. Not Important
 3. Don't know **(DO NOT READ)**
 4. Refused **(DO NOT READ)**
- R4. ASK IF RESPONDENT IS NOT "CUSTOMER ADVANTAGE": How interested are you in being able to choose your electricity or natural gas supplier? Would you say Interested or Not Interested?
1. Interested
 2. Not Interested
 3. Don't know **(DO NOT READ)**
- R5. Have you been contacted by an electricity or natural gas supplier other than NYSEG?
1. Yes
 2. No
 3. Don't know **(DO NOT READ)**

R6. I am now going to read some general statements about NYSEG. Please tell me if you Agree, Neither Agree nor Disagree, or Disagree with each of these statements.
(ROTATE ORDER)

***INTERVIEWER: PLEASE ROTATE a. THROUGH e. WITH EACH INTERVIEW**

IF CUSTOMER IS AN ELECTRIC ONLY CUSTOMER, INSERT THE WORD "ELECTRICITY"; IF THE CUSTOMER IS A GAS ONLY CUSTOMER, INSERT THE WORD "GAS"; IF THE CUSTOMER IS A COMBINATION CUSTOMER, ASK THIS SERIES OF QUESTIONS TWICE, ONCE INSERTING "ELECTRICITY", ONCE INSERTING "NATURAL GAS."

	Agree	Disagree	(DO NOT READ)	
			Don't Know	Refused
a. NYSEG supports customers' right to choose their *electricity/natural gas supplier.	1	2	3	4
b. If I switch to another *electricity/natural gas supplier, NYSEG will still respond to outages and emergencies.	1	2	3	4
c. If I switch to another *electricity/natural gas supplier, NYSEG will continue to deliver the *electricity/gas I buy.	1	2	3	4
d. If I switch to another *electricity/natural gas supplier, that supplier will be responsible for the safety and reliability of my *electric/gas service.	1	2	3	4
e. If I switch to another *electricity/natural gas supplier, I can switch back to NYSEG for my *electric/gas supply at any time.	1	2	3	4

Demographics (Fall & Spring Fielding)

D1. Which of the following best describes your household? (**READ LIST**)

1. Individual living alone
2. Single head of household with children at home
3. Couple with children at home
4. Couple without children at home
5. Unrelated individuals sharing a residence
6. Related individuals sharing a residence
7. Other (specify: _____) (**DO NOT READ**)
8. Don't know
9. Refused (Do Not Read)

D2. Do you own or rent your residence? (**DO NOT READ LIST**)

1. Own
2. Rent
3. Don't Know
4. Refused

D3. What is the highest level of education you have completed? (**DO NOT READ LIST**)

1. Less than high school graduate
2. High school graduate
3. Some college or technical school
4. College or technical school graduate/post graduate work
5. Don't Know
6. Refused

D4. Which of the following age groups does your age fall into? (**READ**)

1. Under 25 years old
2. 25-44 years old
3. 45-59 years old
4. 60 years or older
5. Don't Know (DO NOT READ)
6. Refused (DO NOT READ)

For confirmation purposes, may I have your:

Name:

Telephone:

That completes our survey, but may I have your first name (***IF NOT GIVEN ABOVE***) so that my supervisor can verify this interview? Thank you very much for your input and time. Have a good evening.

ACCOUNT NUMBER _____ (to be pulled in by programming)

If the customer requests a call-back:

Best day of the week and time to call: _____