

### **2.3. ESCO Postcard**

# voice *your choice*

## ▶ FOR YOUR ELECTRICITY SUPPLY

*With any supplier  
you choose,  
rest assured that  
NYSEG will continue  
to deliver your  
electricity safely and  
reliably. As a NYSEG  
electricity delivery  
customer, NYSEG will  
be there for you  
24 hours a day.*

- ▶ You currently receive your electricity **supply** from a supplier other than NYSEG (called an ESCO or energy services company).
- ▶ Beginning in October and continuing until December 30, 2004, NYSEG will again ask customers to make an electricity supply choice. Choices will take effect on January 1, 2005 and remain in effect through December 31, 2006.

### **The choice is yours:**

1. If you choose to remain with your current ESCO for electricity supply, there's nothing you need to do! Your ESCO will respond on your behalf. If you have questions regarding your ESCO choice and the enrollment your ESCO will make for your account, please contact your ESCO.
2. **OR** If you choose a new supplier, need more information about NYSEG's *Voice Your Choice* program, or would like a complete list of qualified ESCOs, visit **nyseg.com** or contact us at 1.866.NYSEG.03 (1.866.697.3403).

**NYSEG**

**Reliable. Essential.**

www.nyseg.com

**Choose by December 30, 2004**

**NYSEG**

# voice

*your choice*

▶ **Choose by December 30, 2004**

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

**NYSEG**

Supplier Services Department  
P. O. Box 5224 | Binghamton, NY 13902-5224

**2.4. Employee Launch Letter/Card**



Dear Team NY Member,

As a Team NY employee, you are an ambassador for NYSEG and RG&E, no matter the subject, because you represent the Company to the people who know you. Whether your job brings you in contact with customers or you're approached by neighbors, relatives and friends with questions, chances are you've been asked about our **Voice Your Choice** program for electricity supply.

To help you assist customers as they make their electricity supply choice, we're distributing these cards with key facts. Feel free to give these cards to customers or use them as your personal reference.

Why are we asking customers to make a choice? This is a question commonly asked, and quite simply, customer choice is required by New York State Public Service Commission policy in order to further competition. **Voice Your Choice** is our customer choice program.

Please take a moment to familiarize yourself with the card. If you have any additional questions regarding **Voice Your Choice**, you can review the information on our Web sites.

Thanks for your assistance in this important effort and remember to encourage customers to "**Voice Your Choice**".

Sincerely,

A handwritten signature in black ink, appearing to read "Jim Laurito".

Jim Laurito

**NYSEG**

# voice

*your choice*

*Act Now!*

**To enroll:**

- ▶ Visit [nyseg.com](http://nyseg.com)
- ▶ Call 1.866.NYSEG.03  
(1.866.697.3403)
- ▶ Contact an ESCO (energy services company). For an up-to-date list of ESCOs, go to [nyseg.com](http://nyseg.com).

***Have your 15-digit NYSEG account number available. It is located in the upper left corner of your bill.***

**Choose by December 30, 2004**

# Key Facts

- ▶ You should enroll in an electricity supply choice before 7 p.m. on December 30, 2004. If NYSEG does not receive your enrollment, you will be automatically enrolled in your current electricity supply choice.
- ▶ You can pay a *fixed* or *variable* price for your electricity supply. With a *fixed* price, you pay a set amount per kilowatt-hour for your supply charges; with a *variable* price, you pay an amount that fluctuates with the market price of electricity.
- ▶ Your electricity supply choice will be in effect from January 1, 2005 through December 31, 2006.
- ▶ For supply price comparisons or for an ESCO list, visit [nyseg.com](http://nyseg.com) or call 1.866.NYSEG.03 (1.866.697.3403).
- ▶ NYSEG is your delivery company. With any choice you make for your electricity supply, NYSEG will continue to safely and reliably deliver your electricity.



## **2.5. Bill Messages**

**January NYSEG Bill Bulletin Board Message  
All Electricity Customers**

**Sidebar**

Your Voice Your Choice electricity supply choice is in effect!

**Main Body Text**

From January 1, 2005 through December 31, 2006, new electricity rates are in effect, even if you remained with the same electricity supply choice. Please review this bill and *EnergyLines*, our bill insert, for more information regarding your electricity supply choice.

**January NYSEG Bill Bulletin Board Message – Grace Period (through April 20)**

**Fixed Price Customers Only**

**Sidebar**

You can still select the Competitive Supplier Price Choice – but only until April 29, 2005!

**Main Body Text**

You can still choose an energy services company (ESCO) for your electricity supply. If you choose to, your first step is to contact an ESCO. Your new ESCO will make arrangements with NYSEG for you. For an ESCO list, visit [nyseg.com](http://nyseg.com) or call 1.866.697.3403.

**2.6. Energy Lines (July 2004- January 2005)**



## **NYSEG is an energy delivery company**

Your energy price is made up of a delivery charge and supply charge.

The delivery charge is what you pay NYSEG to transport energy to you.

The supply charge is what you pay for the energy purchased in the wholesale energy market on your behalf.

**For more information on choosing your energy supplier, visit us at [nyseg.com](http://nyseg.com)**



### **>> Questions to Ask Suppliers**

- Electricity: What is the charge per kilowatt-hour (kwh)?
- Natural gas: What is the charge per therm?
- Is the price of the energy fixed for the term of the contract? Or will it vary?
- What is the length of the agreement?
- Is there a security deposit, cancellation fee or other fees?
- Do you offer any incentives?
- Do you guarantee savings?
- When will I be billed for the energy?
- How long have you been in business?
- Does your price quote include all potential charges?
- What procedures are in place if I have a question or a complaint with you as my new supplier?

**>> Visit [nyseg.com](http://nyseg.com) for more information and a complete list of qualified ESCOs.**

# **NYSEG**

**Reliable. Essential.**

  
An Energy East Company

 Printed on recycled paper  
NYSEG 5/04-0508



# *Freedom of Choice*

**Shop for your energy supplier.  
It's your choice.**

**NYSEG**  
Reliable. Essential.

[www.nyseg.com](http://www.nyseg.com)



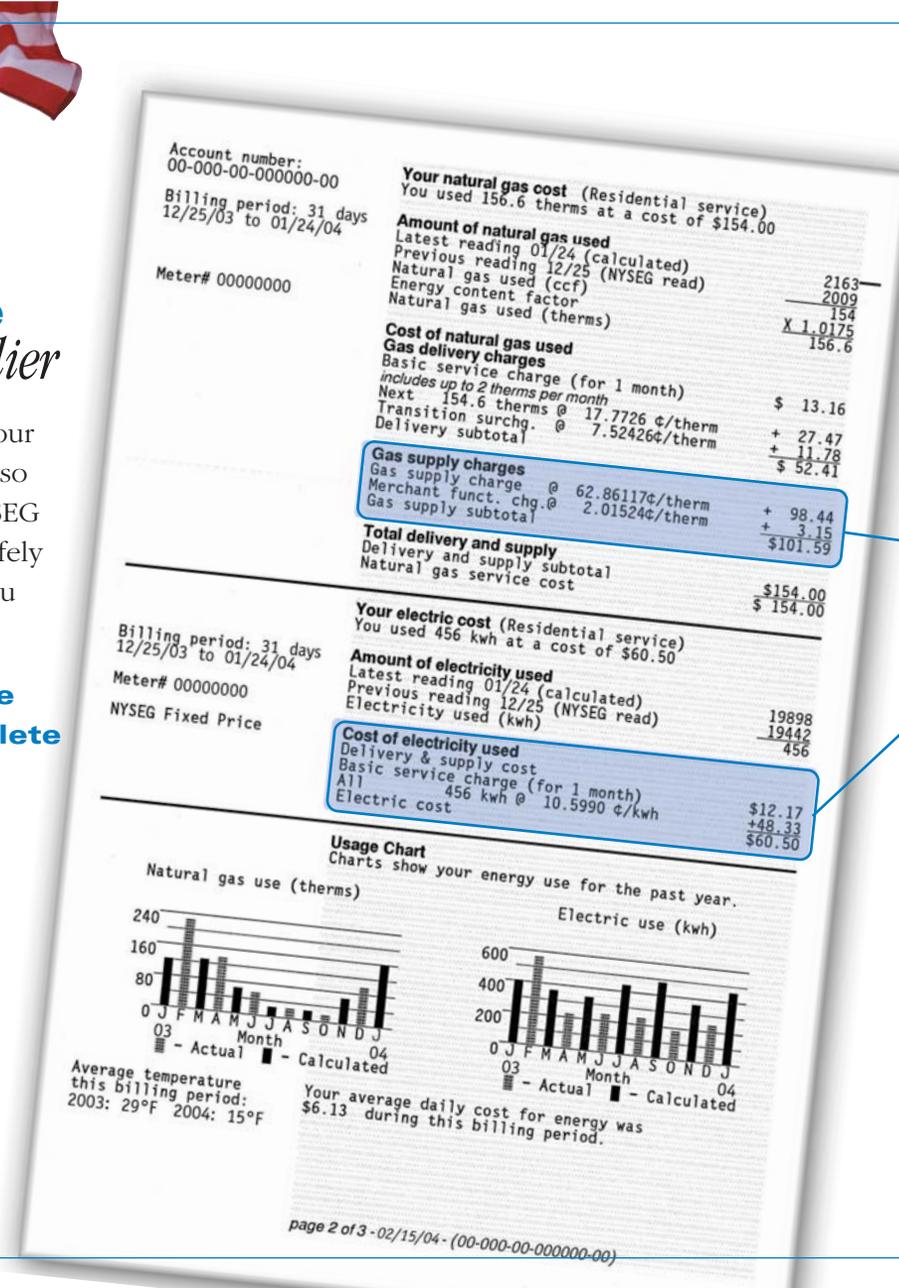
## You can choose your energy supplier

You have the freedom to choose your energy services company (ESCO, also known as an energy supplier). NYSEG will *always* deliver your energy safely and reliably, and be there when you call with an emergency.

>> Visit [nyseg.com](http://nyseg.com) for more information and a complete list of qualified ESCOs.

# NYSEG

Reliable. Essential.



>> The energy supply costs you can shop for:

The **supply** charge is what you pay an ESCO of your choosing for the energy you use.

### Natural Gas Supply Charges

What you pay your choice of ESCO to supply the natural gas you use.

### Electric Supply Charges

What you pay your choice of ESCO to supply the electricity you use.

>> Shop for your energy supplier. It's your choice.



# Energy *Lines*

NYSEG

August 2004

VALUABLE CUSTOMER INFORMATION

Soon it will be  
**time to shop for your  
electricity supply**

*again!*

If you are a NYSEG electricity customer you will be receiving a NYSEG *Voice Your Choice* **enrollment kit** in October.

This kit provides information on the electricity supply choices available to you beginning January 1, 2005 through December 31, 2006. You can purchase your electricity supply from NYSEG or another energy supplier (called an ESCO or energy services company).

Enrollment kits will also be available at **nyseg.com** beginning October 1, 2004.

You'll have until 7 p.m. on December 30, 2004 to make your electricity **supply** choice.

For more information about NYSEG's *Voice Your Choice* program or a complete list of qualified energy suppliers, visit **nyseg.com**.

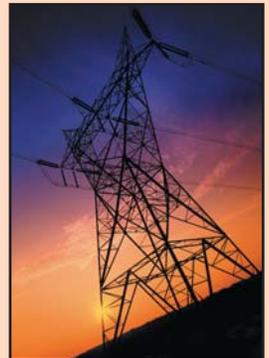


Coming in October

**NYSEG is**  
*an energy delivery company*

Your total electricity price is made up of **delivery** and **supply** charges.

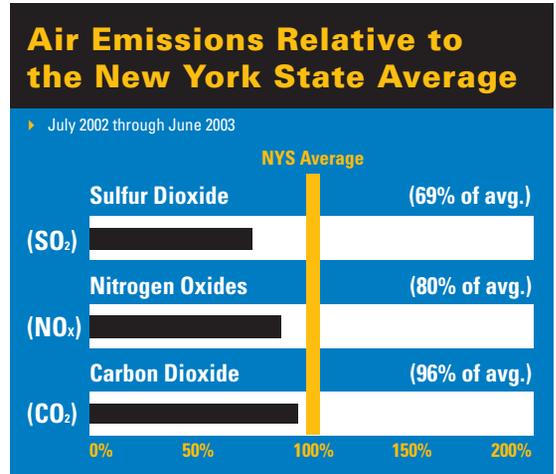
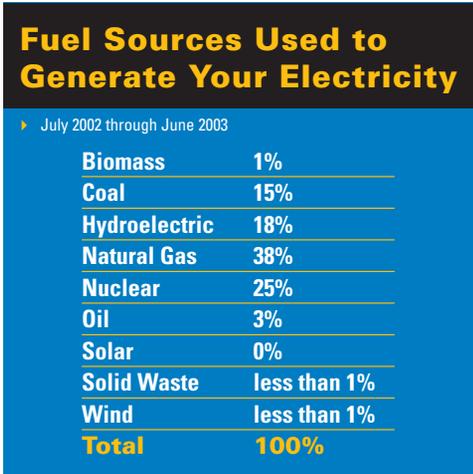
The **delivery** charge is what you pay NYSEG to transport electricity to your home or business. The **supply** charge is what you pay for the electricity purchased on your behalf by NYSEG or another supplier.



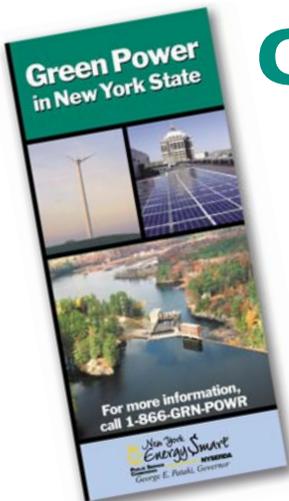
# Environmental *update*

Your electricity supplier is required to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

- ▶ **If you receive your electricity supply from NYSEG**, your environmental disclosure information is provided here. It is also available at [nyseg.com](http://nyseg.com).
- ▶ **If you receive your electricity supply from a supplier other than NYSEG *and* your supplier's charges are included in your NYSEG bill**, your supplier's environmental disclosure was included in a previous bill.
- ▶ **If you buy electricity from a supplier other than NYSEG, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.
- ▶ For more information on environmental disclosure, contact the New York Public Service Commission at **1.888.Ask.PSC1** (1.888.275.7721) or visit [dps.state.ny.us](http://dps.state.ny.us).



NYSEG's sources of electricity supply are cleaner than the New York State average. ▲



## Green Power *in New York State*

Green power is electricity generated from renewable energy sources that are environmentally friendly, such as solar, wind, biomass, and hydropower. For more information or a brochure on green power, contact the New York State Public Service Commission at 1.866.GRN.POWR (1.866.476.7697) or visit [askpsc.com](http://askpsc.com).



**NYSEG**  
Reliable. *Essential.*

# Energy *Lines*

**NYSEG**

September 2004

VALUABLE CUSTOMER INFORMATION

Visit **nyseg.com**  
*see our new look!*



*Redesigned with you  
in mind. Convenience  
is just a click away  
at **nyseg.com**.*

**Account Management** services are quick, convenient and secure. Click here to:

- ▶ View your account
- ▶ Receive your bills online
- ▶ Turn on or turn off service
- ▶ Send in your meter read
- ▶ View other billing and payment services

**Managing Energy Costs** – services there to help you:

- ▶ Better understand your bill
- ▶ Enroll in Balanced Billing
- ▶ Read your meter
- ▶ Use energy wisely
- ▶ Choose your energy supplier

*Create an*  
**online account**

Your NYSEG account information is only a click away! View your bill, usage history, send a meter read, update your account information and make your electricity supply choice for 2005-2006 beginning in October! All this at **nyseg.com**.

**nyseg.com**

*Attention*  
**teachers and  
youth leaders!**

**NEW! NYSEG's Educational Services Catalog is now online.**

The same great classroom resources you've come to expect from NYSEG are now just a click away at [nyseg.com/edcatalog](http://nyseg.com/edcatalog).

They are free of charge and we ship them to you.



**voice**  
*your choice*



▶ **COMING SOON TO YOUR MAILBOX**

**If you are a NYSEG electricity customer you will be receiving a NYSEG Voice Your Choice enrollment kit in October.**

This kit provides information on the electricity supply choices available to you beginning January 1, 2005 through December 31, 2006. You can purchase your electricity supply from NYSEG or another energy supplier (called an energy services company or ESCO).

Enrollment kits will also be available at [nyseg.com](http://nyseg.com) beginning October 1, 2004.

You'll have until 7 p.m. on December 30, 2004 to make your electricity **supply** choice.

For more information about NYSEG's *Voice Your Choice* program or a complete list of qualified energy suppliers, visit [nyseg.com](http://nyseg.com) or contact us at 1.866.NYSEG.03 (1.866.697.3403).



  
An Energy East Company

Printed on recycled paper  
NYSEG 8/04-0729 860M

**NYSEG**  
**Reliable. Essential.**

[www.nyseg.com](http://www.nyseg.com)

# Energy *Lines*

NYSEG

October 2004

VALUABLE CUSTOMER INFORMATION

# voice

*your choice*



▶ **COMING SOON TO YOUR MAILBOX**

It's time again to *Voice Your Choice* for your electricity supply.

Through 7 p.m. on December 30, as a NYSEG electricity customer, you have the opportunity to choose your electricity supplier – NYSEG or an energy services company (an ESCO, also known as a supplier). You can also select either a fixed or variable price for your electricity supply.

Your selection takes effect January 1, 2005 and continues through December 31, 2006. Your **enrollment kit** – with full details – will arrive in your mailbox this month.

Can't wait for the kit? Visit [www.nyseg.com](http://www.nyseg.com) for the kit, pricing options, a list of ESCOs, and choices available for your account. You can also enroll online.

No matter what electricity supply choice you make, NYSEG will continue to safely and reliably deliver your electricity.

## NYSEG IS YOUR ENERGY DELIVERY COMPANY

Your electricity price is made up of **delivery** and **supply** charges. The **delivery** charge is what you pay NYSEG to transport electricity to your home or business. The **supply** charge is what you pay for the electricity purchased on your behalf by NYSEG or an ESCO.





# *Keep* **your family** *safe this winter*

With the heating season right around the corner, here are two important safety tips for you to keep in mind.

First, protect yourself from a silent killer. Carbon monoxide\* is a colorless, odorless gas that is the product of incomplete combustion. It can result from a faulty chimney, flue or vent from a heating appliance or water heater. Have your heating system and chimney, flues and vents checked once a year by a professional.

Second, be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call NYSEG immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.

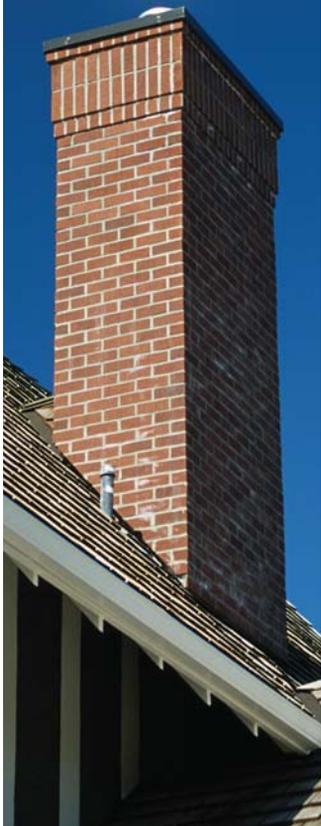
If you are a NYSEG natural gas customer and need to report a natural gas emergency, call us at **1.800.572.1121**.

## **\*Carbon monoxide can be deadly...**

If not working properly, heating systems that burn oil, natural gas, propane, kerosene, wood or coal can produce carbon monoxide (CO), a colorless, odorless gas. When inhaled, carbon monoxide crowds out life-sustaining oxygen from your red blood cells. Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

**If you suspect a carbon monoxide problem, play it safe – get fresh air and seek medical attention. And, if you are a NYSEG natural gas customer, call us at 1.800.572.1121.**

*We'll respond promptly to make sure everything is safe.*



# Considering a generator?

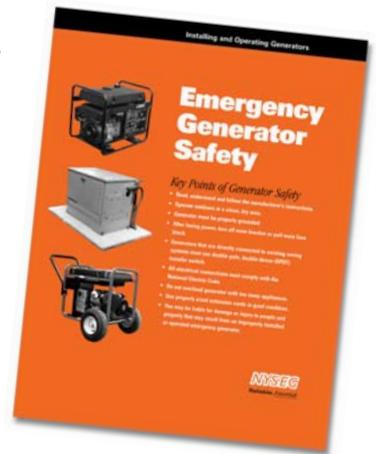
*Consider this first.*

Emergency generators have become a popular way to supply stand-by electricity. When properly sized, installed and operated, stand-by generators (also known as 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 NYSEG's lines, placing NYSEG people who are working to restore service in danger.

Consider getting NYSEG's free *Emergency Generator Safety Booklet*. This brochure gives a brief description of generator types and models, basic operation, information on proper sizing, and a checklist of generator safety guidelines.

It's available at [www.nyseg.com](http://www.nyseg.com) or by calling **1.800.572.1111**.



**Note:** Before purchasing a natural gas-fired generator, you should contact NYSEG at 1.800.572.1111 to ensure that elevated delivery pressure is available at your home or business.



*Eastern Daylight Time*

**ends Sunday, October 31.**

**Our meter clocks are always set on Eastern Standard Time (EST).**

**If you use our day-night or time-of-use service rates, make sure all of your appliance timers match the clock in the electric meter. The clock on your meter will be reset the next time we read your meter.**

## Prepare now *for winter storms*

**Ice and winter winds can cause power interruptions. Should a problem occur, NYSEG will respond quickly and work diligently to restore power.**

**Here are some ideas:**

- ❄️ Keep flashlights, a battery-operated radio and a supply of fresh batteries easily accessible.
- ❄️ Keep non-perishable food and bottled water supplies on hand.
- ❄️ Make arrangements for an alternative place to stay in case of a long outage.
- ❄️ Have at least one telephone that does not depend on electricity. (Cordless house phones will not work during a power interruption.)
- ❄️ If someone in your home depends on electric life-sustaining equipment, such as a ventilator or kidney dialysis cycler, call us now at **1.800.572.1111**.



# Last minute outdoor projects?

## Stay safe when working outdoors



### Call **before** you dig

If your project calls for digging, be sure to first contact **Dig Safely New York** at **1.800.962.7962**. *Dig Safely New York* will notify utility operators in your area to mark any buried utility lines before you start your work. To use this **free** service, you (or your contractor) must call *Dig Safely New York* at least two days – but not more than 10 days – in advance of your work.

Contractors and customers who call *Dig Safely New York* should be prepared to describe the nature of the planned excavation work, the address of the work site and the two nearest cross streets, and contact information.

### Once the call is made, here is what happens:

- ✓ *Dig Safely New York* will tell the caller which entities (utilities and municipalities, for example) may have underground facilities near the work site.
- ✓ *Dig Safely New York* will then contact those entities.
- ✓ Each facility operator that is contacted by *Dig Safely New York* will let the contact person know that underground facilities have been marked off or that none are in the work area.
- ✓ Once the contact person has waited two full working days and has heard from each of the facility operators, excavation work can begin.

## Dig Safely. New York

Dig Safely and Dig Safely, New York are used under license from Dig Safe System, Inc.

- Call Before You Dig
- Wait The Required Time
- Confirm Utility Response
- Respect The Marks
- Dig With Care

## 800-962-7962

[www.digsafelynewyork.com](http://www.digsafelynewyork.com)

More information is available at [www.digsafelynewyork.com](http://www.digsafelynewyork.com).

**NYSEG**

# Energy *Lines*

**November 2004****VALUABLE CUSTOMER INFORMATION**

# voice

*your choice*



▶ **FOR YOUR ELECTRICITY SUPPLY  
CHOOSE BY DECEMBER 30, 2004!**



As a NYSEG electricity customer, you can select either a *fixed* or *variable* price for your electricity **supply** through NYSEG's *Voice Your Choice* program. You can also choose to purchase your electricity **supply** from NYSEG or another energy supplier (called an energy services company or ESCO). You have until **7 p.m. on December 30, 2004** to *Voice Your Choice*. Your two-year selection takes effect January 1, 2005 through December 31, 2006.

## Your Choices

Your total electricity price consists of a NYSEG **delivery** charge and a **supply** charge either from NYSEG or an energy services company (ESCO). All customers also have a NYSEG **transition** charge, which reflects the cost of required energy purchases and other services.

Information on your choices can be found in your

**orange enrollment kit,**

at **nyseg.com**, by calling

**1.866.NYSEG.03 (1.866.697.3403),**

or by contacting an ESCO.



## Enroll Your Account Today

Choose from one of four electricity supply options: the Competitive Supplier Price, the NYSEG Fixed Price, the NYSEG Fixed Price with Supply Credit or the NYSEG Variable Price. It's easy to enroll – visit **nyseg.com**, contact us at **1.866.NYSEG.03 (1.866.697.3403)** or select an ESCO – they'll enroll your account for you.

With any choice you make, NYSEG will safely and reliably deliver your electricity.



# Catching the Wind with NewWind Energy®

A product of Community Energy, Inc.

Many individuals, businesses, and institutions in our communities are demonstrating environmental leadership by purchasing *NewWind Energy*® through NYSEG's *Catch the Wind* program.

NYSEG says "thank you" to the 2,700 residential customers who participate in *Catch the Wind* by purchasing 9,900,000 kilowatt-hours of wind energy. We're also very proud to recognize our business and institutional customers – listed below – that purchased *NewWind Energy*® through *Catch the Wind*.

## Catch the Wind Honor Roll

- 33 Katonah Avenue Company, Katonah
- Arnell Music, Norwich
- Beaver Meadow Audubon, North Java
- Cedar Knoll Log Homes, Plattsburgh
- Center for Nature Education at Baltimore Woods, Marcellus
- Colonial Carpentry, Inc., Wassauc
- Community of the Holy Spirit, Brewster
- Conroy & Conroy, Plattsburgh
- Dr. John M. Brzezicki, Jr., O.D., Orchard Park
- EDDY Foundation, Essex
- G.W. Lisk, Clifton Springs
- General Services Administration, Utica
- Government Services Administration, Binghamton
- GreenStar Co-op Market, Ithaca
- Hearth & Home, Ithaca
- Hobart & William Smith Colleges, Geneva
- Husky Injection Molding Systems, Cheektowaga
- Ithaca Stove Works, Ithaca
- Java Island, Oneonta
- Jeffords Steel, Plattsburgh
- Just For You Massage Therapy, Penn Yan
- Matrix Environmental, Orchard Park
- Money With A Mission, Ithaca
- Niagara County FCU, Lockport
- Northeast Natural Homes, Syracuse
- Orion Realty, Binghamton
- Penguin Group USA, Kirkwood
- Pine Bush Physical Therapy, Pine Bush
- Prim Hall, Plattsburgh
- Sciencenter, Ithaca
- Sealing Devices, Inc., Lancaster
- Sisters of St. Joseph, Elmira
- Snow Lion Publications, Ithaca
- Swarthout Coaches, Ithaca
- The Green Bin, Candor
- Title Wave, Binghamton
- Tom's Coffee, Cards & Gifts, Binghamton
- Town of Bedford, Bedford
- Town of Caroline, Slaterville Springs
- Town of North Salem, North Salem
- Town of Pound Ridge, Pound Ridge
- University at Buffalo, Buffalo
- Wagner Vineyards, Lodi
- Waterman Conservation Education Center, Apalachin
- Yule Tree Farm, Hornell
- Zimme's Tire Service, Lockport

Customers as of September 10, 2004



With *NewWind Energy*® you can support the development of clean, renewable wind-generated electricity. For more information, visit [nyseg.com](http://nyseg.com) or call us at 1.800.356.9734.

[www.nyseg.com](http://www.nyseg.com)

**NYSEG**

Reliable. Essential.

# Season's Greetings



WISHING YOU  
AND YOUR FAMILY  
A SAFE AND HAPPY  
HOLIDAY SEASON.

**NYSEG**

# Energy Lines

December 2004

VALUABLE CUSTOMER INFORMATION

**Time is**  
*running out!*

You have until **7 p.m. on December 30, 2004** to *Voice Your Choice*. Your two-year electricity supply choice takes effect January 1, 2005 through December 31, 2006. So don't delay – enroll your NYSEG electricity account today!

**voice** **30**  
*your choice*

Choose by **December 30, 2004**

*Act Now!*

**To enroll:**

- ▶ Visit [nyseg.com](http://nyseg.com);
- ▶ Call 1.866.NYSEG.03 (1.866.697.3403);
- ▶ Contact an ESCO (energy services company) who will enroll your account for you. For an up-to-date list of ESCOs, go to [nyseg.com](http://nyseg.com).

*For your convenience, have your fifteen-digit NYSEG account number – located in the upper left corner of your bill – available.*

# Reliability and YOU –

## *Simple steps you can take to protect your electronic equipment*

**Today's electronics – computers, HDTVs, microwaves, DVD players, and other equipment – use microprocessors that are more sensitive to slight power swings than older devices. As you do your holiday shopping, consider how you can protect your electronic investment.**

At NYSEG, we do all we can to deliver safe, reliable electricity. Occasionally, events occur which are beyond our control – lightning strikes, vehicles hitting utility poles, tree branches falling on wires during storms – that can cause power interruptions. Should a problem occur, rest assured that NYSEG crews are ready 24-7 to restore your power quickly, efficiently and safely.

Meanwhile, you can protect your home and office electronic equipment by taking these steps:

- ▶ Use surge suppressors that carry the Underwriters Laboratories (UL) safety standard symbol to guard against momentary electricity spikes and surges.
- ▶ Consult with your electronics dealer for assistance in selecting the correct size surge protector for each electronic device.
- ▶ Make sure all your equipment is properly grounded.
- ▶ When buying components that use electronic clocks, it's important they have a backup battery.
- ▶ Have a qualified, licensed electrician inspect your electrical system.



### **The perfect gift – a surge suppressor**

If your gift-giving plans include a computer, HDTV, microwave oven, DVD player or other electronic equipment, remember to also wrap up a surge suppressor as part of the package. Get one for yourself – your low-cost investment will protect your larger investment.

## **HEAP** *financial assistance* **can help**



Many households receive financial help each year from HEAP – the federal Home Energy Assistance Program. HEAP grants can be used to pay heating bills or for other energy-related emergencies. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (right).

It's important to apply early, since federal funding for this year's HEAP season is limited. For more information or to apply for a HEAP grant, contact your county's Department of Social Services.

### **Income Eligibility Guidelines for HEAP**

Household Size	Monthly Income (gross)
1	\$1,702
2	\$2,226
3	\$2,749
4	\$3,273
5	\$3,797
6	\$4,320
7	\$4,419
8	\$4,517
9	\$4,615
10	\$4,742
11	\$5,140



www.nyseg.com

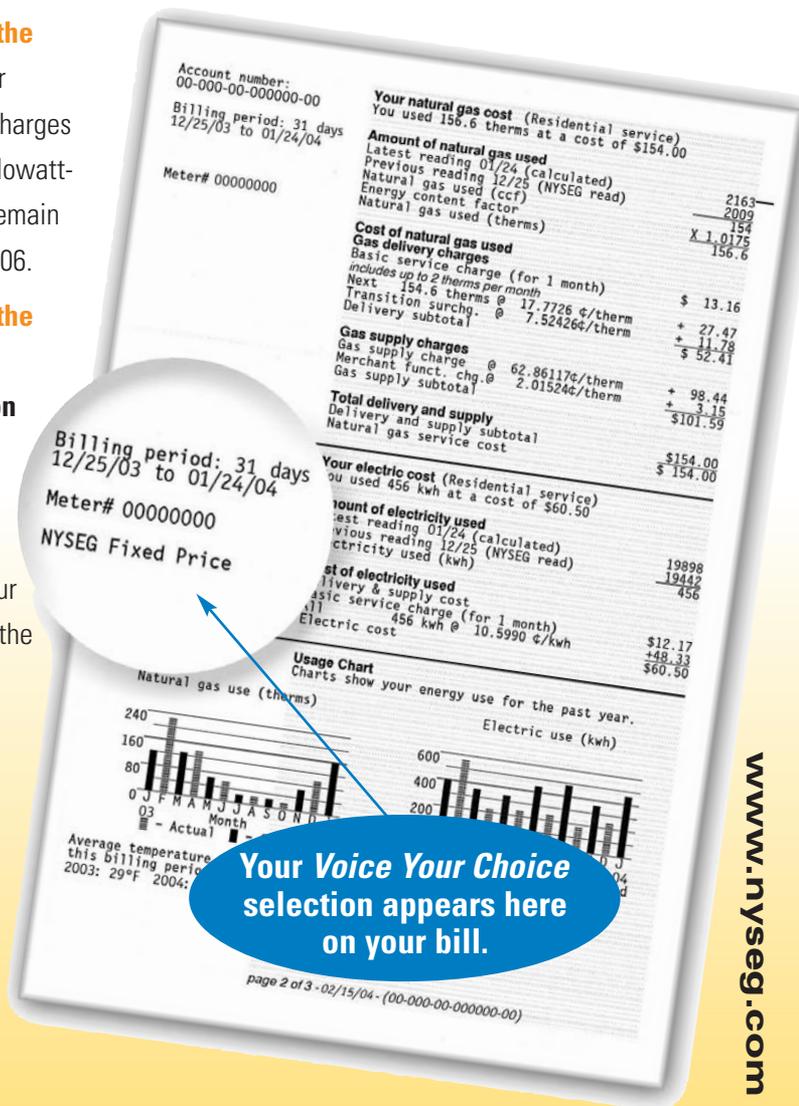
# Your new voice *your choice* electricity supply choice is here!

If you chose an energy services company – please see the other side of this insert. If you chose **NYSEG** for your electricity supply, read on:

- ▶ If you remained with your previous **Voice Your Choice** selection, your bill will show the same choice as last month. Please note: even though your electricity supply choice has remained the same, your price may have changed as new rates are in effect.
- ▶ If you selected the **NYSEG Fixed Price** or **NYSEG Variable Price** for the first time, your choice may already be in effect or it will take effect with your first meter read after January 1, 2005. Until then, you will be billed under your previous selection, but at the new rates that are now in effect.
- ▶ If you selected or remained on the **NYSEG Fixed Price Choice**, your **delivery, transition** and **supply** charges will be combined as a single per-kilowatt-hour (kwh) charge. This price will remain the same through December 31, 2006.
- ▶ If you selected or remained on the **NYSEG Variable Price Choice**, your per-kwh **supply** and **transition** prices will fluctuate as the market price of electricity changes. You will see these charges listed as separate line items on your bill. Your NYSEG **delivery** price will remain the same through December 31, 2006.

**NYSEG**

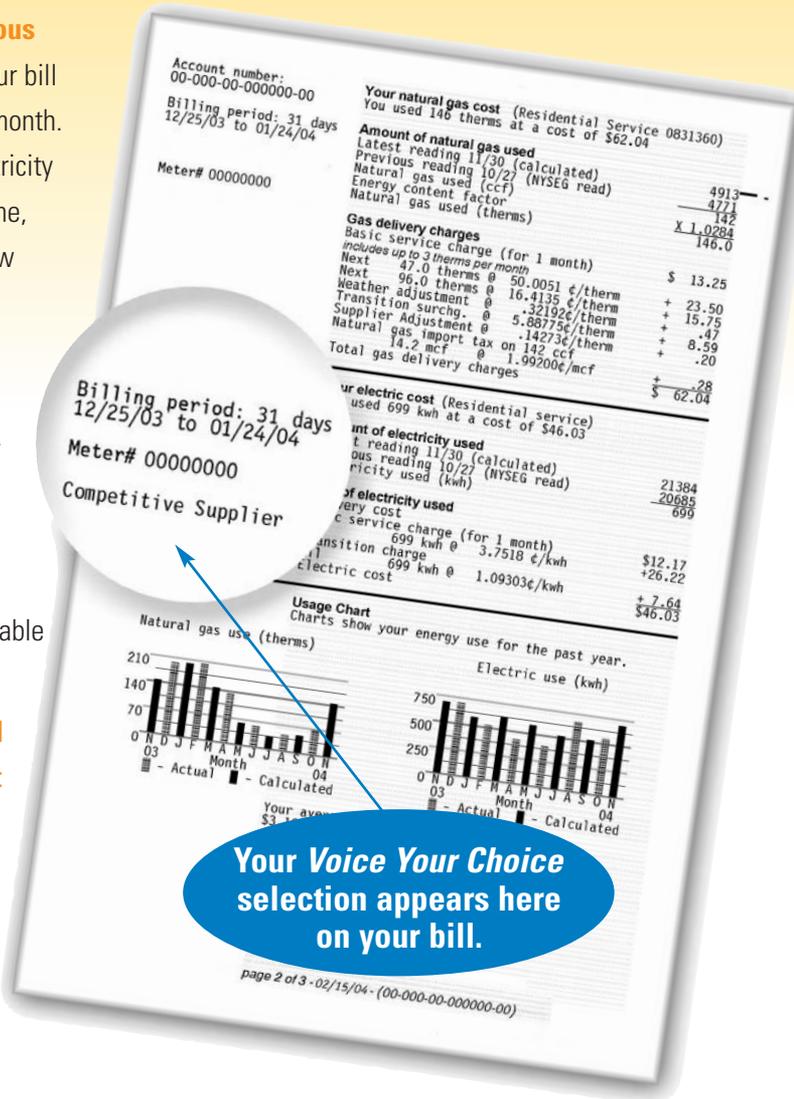
Reliable. Essential.



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If you chose NYSEG, please see the other side of this insert. **If you chose an energy services company (ESCO) for your electricity supply, read on:**

- ▶ **If you remained with your previous Voice Your Choice selection,** your bill will show the same choice as last month. Please note: even though your electricity supply choice has remained the same, your price may have changed as new rates are in effect.
- ▶ **If you selected the Competitive Supplier Price Choice for the first time,** your choice may already be in effect or will take effect with your first meter read after January 1, 2005. Until then, you will be billed under the NYSEG Variable Price Choice.
- ▶ **If you selected the NYSEG Fixed Price Choice with Supply Credit for the first time,** your choice may already be in effect or will take effect with your first meter read after January 1, 2005. Until then, you will be billed under the NYSEG Fixed Price Choice.



With any choice you made, your NYSEG **delivery** price will remain fixed through December 31, 2006.

## Will you receive one bill or two? It's up to your ESCO.

**If your ESCO offered a one-bill option,** your ESCO **supply** and NYSEG **delivery** charges will be included in your NYSEG bill. Simply pay NYSEG the total amount owed and we'll pass on your supply payment to your ESCO.

**If you chose an ESCO and your ESCO's charges do not appear on your bill,** your ESCO will be billing you separately for electricity **supply**. You'll receive a separate bill from NYSEG for your **delivery** and **transition** charges.

**If you chose an ESCO and you have any questions about your supply charges, you'll need to contact your ESCO – regardless of whether you receive one bill or two.**