

2.7. Direct Mail Reminder



P.O. Box 5224
Binghamton, NY 13902-5224

voice
your choice

You need to make a choice now.

Don't let the choice be made for you. Use the enclosed information to **Voice Your Choice** for your electricity supply.

FOR YOUR ELECTRICITY SUPPLY

your choice
VOICE

DON'T LET THE CHOICE BE MADE FOR YOU!



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

POSTAGE WILL BE PAID BY ADDRESSEE

NYSEG

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

No Postage
Necessary
if Mailed
in the
United States



You need to make a choice now. Don't let the choice be made for you. Use the enclosed information to **Voice Your Choice** for your electricity supply.



voice *your choice*

▶ FOR YOUR ELECTRICITY SUPPLY

We offer four easy ways to enroll:

- ▶ Check off and mail your electricity supply choice using the enclosed postage-paid reply card.
- ▶ Call our automated **Voice Your Choice** enrollment line at 1.866.NYSEG.03 (1.866.697.3403).
- ▶ Click on **Voice Your Choice** at nyseg.com and enroll online.
- ▶ To enroll in an ESCO supply choice, contact an ESCO and they'll enroll your account for you.



You have an important decision to make.

NYSEG must receive your electricity supply choice by **7 p.m. on December 30, 2004**. Your choice will be in effect for **two** years.

Our records indicate that you have not yet "*voiced your choice*" for your electricity supply. Your choices are explained in the orange NYSEG **Voice Your Choice** enrollment kit that you received in October. You can also learn about your choices at nyseg.com or by calling 1.866.NYSEG.03 (1.866.697.3403).

Your choice is important to us. It should be to you, too. Don't let the choice be made for you. We must receive your enrollment by 7 p.m. on December 30, 2004. Your electricity supply choice will take effect on January 1, 2005 and continue for two years through December 31, 2006.

Don't delay... **Voice Your Choice** today!

If you enrolled in an electricity supply choice prior to this notification, please disregard this reminder.

*Use this card to **Voice Your Choice** for your electricity supply!**

▶ **Here is my electricity supply price choice, effective January 1, 2005 through December 31, 2006:**

NYSEG Fixed Price Option **NYSEG Variable Price Option**

Name: _____

Address: _____

City: _____ State: _____ ZIP: _____

NYSEG Account #: _____ - _____ - _____ - _____

Phone #: _____

* If you choose to receive your electricity supply from an ESCO, do not return this card. Contact an ESCO and they will enroll your account with NYSEG on your behalf.

2.8. Bill Envelopes

October 2004 Bill Envelope • NYSEG

Outgoing

EN 18 (0-04)

voice
your choice

Shop for your electricity supply. Watch for your orange enrollment kit in your mailbox this month.

nyseg.com

FPO
Window: 1-3/8 X 3-3/4
2-1/4 (L) • 1-1/8 (B)

TEMP-RETURN SERVICE REQUESTED
P.O. Box 5234 | Binghamton, NY 13902-5234
New York State Electric & Gas Corporation

NYSEG

NYSEG

EN 08 (10-04)

voice
your choice

Shop for your electricity supply. Watch for your orange enrollment kit in your mailbox this month.

nyseg.com

|||||

ITHACA, NY 14852-5550

PO BOX 5550

NYSEG

Save
a stamp.
Pay your
bill online.

Name _____
Address _____
City, State, ZIP _____

NYSEG

Return

2.9. Customer Confirmation Letters

June 23, 2004

VYC2: EPO 100—Batch: Enrollment Confirmation Letter; Audience: Customer with NYSEG choosing NYSEG Fixed Price (BRO)

COPY:

Re: NYSEG Account Number xx-xxx-xx-xxxxxx-x-x

Dear Customer:

Thank you for your electricity supply enrollment through NYSEG's ***Voice Your Choice*** program.

You have enrolled the above account in the NYSEG Fixed Price. With the NYSEG Fixed Price, your bill will include:

- A **fixed** NYSEG supply charge
- A **fixed** NYSEG transition charge
- A **fixed** NYSEG delivery charge

Billing for this selection takes effect on January 1, 2005 and continues for two years through December 31, 2006.

You can change your enrollment selection until 7 p.m. on December 30, 2004. To do so, visit nyseg.com or contact us at 1.866.NYSEG.03 (1.866.697.3403). NYSEG representatives are available to enroll your account and answer your questions, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

NYSEG Customer Service

June 23, 2004

VYC2: EPO 200—Batch: Enrollment Confirmation Letter; Audience: Customer with NYSEG choosing NYSEG Variable Price (VRO)

COPY:

Re: NYSEG Account Number xx-xxx-xx-xxxxxx-x-x

Dear Customer:

Thank you for your electricity supply enrollment through NYSEG's Voice Your Choice program.

You have enrolled the above account in the NYSEG Variable Price Choice. With the NYSEG Variable Price Choice, your bill will include:

- A **variable** NYSEG supply charge
- A **variable** NYSEG transition charge
- A **fixed** NYSEG delivery charge

Billing for this selection takes effect on January 1, 2005 and continues for two years through December 31, 2006

You can change your enrollment selection until 7 p.m. on December 30, 2004. To do so, visit nyseg.com or contact us at 1.866.NYSEG.03 (1.866.697.3403). NYSEG representatives are available to enroll your account and answer your questions, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

NYSEG Customer Service

June 23, 2004

VYC2: EPO 300—Batch: Enrollment Confirmation Letter; Audience: Customer enrolls with an ESCO in NYSEG Fixed Price Choice with Supply Credit (BRO w/RAC)

COPY:

Re: NYSEG Account Number xx-xxx-xx-xxxxxx-x-x

Dear Customer:

Your energy services company (ESCO), <ESCO name>, has enrolled the above account in the NYSEG Fixed Price Choice with Supply Credit.

The electricity price for this choice consists of the charges listed below.

- A supply charge from your ESCO
- A **fixed** NYSEG charge (supply, delivery and transition)
- A **variable** market-based supply credit applied against the **fixed** NYSEG charge

Billing for this selection takes effect on January 1, 2005 and continues for two years through December 31, 2006.

You can change your enrollment selection until 7 p.m. on December 30, 2004. To do so, contact your ESCO.

For additional information, please refer to your enrollment kit, visit nyseg.com or contact us at 1.866.NYSEG.03 (1.866.697.3403). NYSEG representatives are available to answer your questions, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

NYSEG Customer Service

June 23, 2004

VYC2: EPO 400—Batch: Enrollment Confirmation Letter; Audience: Customer enrolls with an ESCO in the Competitive Supplier Choice ERO

COPY:

Re: NYSEG Account Number xx-xxx-xx-xxxxxx-x-x

Dear Customer:

Your energy services company (ESCO), <ESCO Name>, has enrolled your account in the Competitive Supplier Price Choice.

The electricity price for this choice consists of the charges listed below.

- A supply charge from your ESCO
- A **variable** NYSEG transition charge
- A **fixed** NYSEG delivery charge

Billing for this selection takes effect on January 1, 2005 and continues for two years through December 31, 2006.

You can change your enrollment selection until 7 p.m. on December 30, 2004. To do so, contact your ESCO.

For additional information, please refer to your enrollment kit, visit nyseg.com or contact us at 1.866.NYSEG.03 (1.866.697.3403). NYSEG representatives are available to answer your questions, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

NYSEG Customer Service