



## Messages

The NYSEG price for providing electricity supply during this billing period was \$0.05751073/kwh which includes a Merchant Function Charge of \$0.0029/kwh. If you decide to shop for electricity supply, you can compare this information with prices offered by energy services companies (ESCOs). You could achieve some tax savings if you switch to an ESCO. Additionally, if the ESCO includes its charges on your NYSEG bill, you would not have to pay NYSEG's bill issuance charge. If you buy electricity from an ESCO, NYSEG will continue to deliver the electricity to you and you will continue to pay NYSEG for delivery, transition and basic service charges.

Our online payments are easy, fast, secure and mobile friendly. Save time scheduling your next payment by checking the "remember my payment details" box - even for payments you make without logging in. Try it now at [nyseg.com/PayOnline](http://nyseg.com/PayOnline).

View and pay your bill at home or on the go! With eBill, you can access your account at any time from your computer or mobile device. It's fast, secure, convenient, and good for the planet. Sign up today by using our Mobile App or visiting [nyseg.com/eBill](http://nyseg.com/eBill).

Our FREE Mobile App makes managing your account easy and convenient. You can view and pay your bill, enroll in eBill and AutoPay, report an outage, submit a meter read, and more! Text APP to 697348 and we'll send you a link to download the app.

We are building a smarter, stronger grid for New York by upgrading substations to limit the impacts of increased flooding, installing new and stronger poles and tree wire that can withstand more intense and frequent storms, and increasing tree trimming, so New Yorkers have the power they need.

## Contact Information

Service or billing questions:

**1.800.572.1111**, 7 a.m. to 7 p.m., (M-F)

Payment arrangements:

**1.888.315.1755**, 7 a.m. to 7 p.m., (M-F)

Self service line:

**1.800.600.2275**, 24 hours a day

Power interruptions or emergencies

**1.800.572.1131**, 24 hours a day

Natural gas emergencies or if you smell gas:

**1.800.572.1121**, 24 hours a day

Hearing/speech impaired (TTY):

**Dial 711** (New York Relay Service)

### Electronically:

Use our "Write to NYSEG" form at [nyseg.com](http://nyseg.com)

### By mail:

NYSEG Customer Service  
P.O. Box 5240  
Binghamton, NY 13902-5240

### Payment address:

NYSEG  
P.O. Box 847812  
Boston, MA 02284-7812

## Mailing Address Changes

Please mark with an "X" for address and telephone changes.

Street: \_\_\_\_\_  
Apt: \_\_\_\_\_

City: \_\_\_\_\_

State: \_\_\_\_\_ ZIP: \_\_\_\_\_

Home Phone: \_\_\_\_\_

Alternate Phone: \_\_\_\_\_

## Autopay

To sign up for Autopay, where we deduct your bill amount from your checking account 23 days after we mail your bill, please mark with an "X" and provide the following:

Name: \_\_\_\_\_

(as it appears on bank statement)

9-Digit Routing Number: \_\_\_\_\_

Bank Account Number: \_\_\_\_\_

Name of Bank: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

For program terms and details, visit [nyseg.com/eft-terms](http://nyseg.com/eft-terms)

Please do not write below this line.



CLAUDE SIMON

Account Number: 1004-4564-762

Statement Date: April 04, 2024

Service Address: 71 TONJES RD GARAGE, CALICOON NY 12723  
NYSEG DETAILED ACCOUNT ACTIVITY

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Electricity Service - Nonresidential  
Electricity Rate - 12006 NYSEG Supply Service

Service from: 03/02/24 - 04/01/24  
PoD ID: N01000061161352

Meter Number	Current Meter Read Date	Reading	Previous Meter Read Date	Reading	Difference	Billed Usage	Billing Period
00090453	04/01/24	31684 E	03/02/24	30053 A	1631	1631 kwh	31 days

Type of read: A - Actual, E - Estimate, C - Customer, R - Remote and N - No read

00461822

### Electricity Delivery Charges

Basic service charge						22.00
Delivery charge	1631	kwh	@	0.07644		124.67
Transition charge	1631	kwh	@	0.00584545		9.53
Revenue decoupling mech	1631	kwh	@	-0.005316		-8.67
SBC charge	1631	kwh	@	0.004616		7.53

Subtotal Electricity Delivery	\$155.06
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### Electricity Supply Charges

Supply charge	1631	kwh	@	0.05462135	89.09
Merchant function charge - Mar	1578	kwh	@	0.002886	4.55
Merchant function charge - Apr	53	kwh	@	0.003021	0.16

Subtotal Electricity Supply	\$93.80
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### Electricity Taxes and Surcharges

State sales tax	@	4.0000%	9.96
County sales tax	@	4.0000%	9.95

Subtotal Electricity Taxes and Surcharges	\$19.91
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<b>Total Electricity Cost</b>	<b>\$268.77</b>
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<b>Total Energy Charges</b>	<b>\$268.77</b>
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### Miscellaneous Charges

04/04/24 Payment & billing svcs charge sales tax	0.07
04/04/24 Payment & billing svcs charge	0.89

<b>Total Miscellaneous Charges</b>	<b>\$0.96</b>
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Service Address: 71 TONJES RD GARAGE, CALICOON NY 12723

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**Terms and Definitions**

**Delivery charge:** what you pay NYSEG to transport energy to your home or business.

**Supply charge:** what you pay for the energy purchased for you by NYSEG or a supplier other than NYSEG.

**Payment & billing services charge:** the cost to produce and send you (electronically or paper) a bill and process payments. Customers who use an energy supplier (also known as an energy services company or ESCO) other than NYSEG will not be assessed this charge by NYSEG if their ESCO's supply charges appear on their NYSEG bill, however, their energy supplier may charge a similar fee.

**Payment & billing service GRT:** Gross Receipts Tax collected by New York State and/or local municipalities. Rate varies depending on your town, village or city.

**Basic service charge:** includes a portion of the cost of the meter, meter reading, billing and part of the cost for delivery service. Appears on your bill whether or not you use any electricity or natural gas during the billing period.

**Kilowatt-hours (kwh):** measure of electricity use.

**Residential consumer discount:** monthly payment received from the New York Power Authority (NYPA) to be used for the benefit of residential customers. It is included in the Transition Charge.

**ccf (hundreds of cubic feet):** measure of volume of natural gas used. You are charged based on therms, the energy (heat) content of natural gas.

**Merchant function charge:** reflects the administrative costs of obtaining electricity and natural gas supply. Customers with a supplier other than NYSEG are not charged by NYSEG for this service.

**System Benefits Charge (SBC):** a state mandated charge for all electric and natural gas customers. The SBC is used to fund clean energy activities conducted by NYSERDA.

**Revenue decoupling mechanism:** a charge or credit on your bill that reflects the difference between forecast and actual delivery service revenues by service classification to encourage the promotion of energy efficiency and renewable technologies.

**Weather adjustment:** moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a credit; if temperatures are warmer than normal, customers receive a charge.

**Meter Mult (Meter Multiplier):** when the actual amount of energy you use is more than can be registered on the meter, the meter displays a fraction of your actual use. A multiplier is then applied to determine your actual energy use. When a multiplier is used, it will be shown in the "Meter Mult" box under the "NYSEG Detailed Account Activity" section of your bill.

**Transition charge/surcharge:** reflects the costs of making the electricity and/or natural gas industry more competitive; includes associated credits and/or charges. For electricity, this charge also collects the cost for programs such as: Value of Distributed Energy Resources (VDER) Value Stack Credits, Distribution Load Relief Programs, Rate Adjustment Mechanism (RAM), Non-Wire Alternatives (NWA), Earnings Adjustment Mechanism (EAM), Electric Vehicle (EV) Make Ready Surcharge and Energy Storage Deployment Cost Recovery. For gas, this surcharge also collects costs for the Rate Adjustment Mechanism (RAM), Earnings Adjustment Mechanism (EAM), and Non-Pipe Alternative (NPA).

**Prorated bills:** calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than usual.

**Pay your bill** by mail, at [nyseg.com](http://nyseg.com), by downloading our Mobile App, using our automated phone system at 800.600.2275 or at any of NYSEG's authorized pay agents. If you pay in person, please bring your entire bill.

**Payment is due when you receive your bill.** Your payment must be postmarked by the "Late Fee After" date shown on page 1. If paying in person, payment must be made by the "Late Fee After" date. Payments received after the "Late Fee After" date will be subject to a 1.5% late payment charge per month.