

How can I keep track of my total Budget Billing payments and actual energy use?

Your monthly bill will include a summary of your account. This summary will include the total amount billed, the cost of the energy you have used based on our meter readings and your budget balance.

Is there a charge for Budget Billing?

No.

Do you charge me interest when my total payments are less than my energy use?

No.

Are meter readings still required?

Yes, it is important that meters still be read on scheduled months to monitor your actual energy use against your monthly budget billing installment. Please be sure we have access to your meters on a regular basis. If this is not possible, you may read your own meter. Please note you need to make arrangements at least once a year to have us obtain a meter read.

What if I move?

You will be responsible for any unpaid budget balance at your previous address. If you are moving within our service area, tell us if you wish to have budget billing at your new location and we will enroll your account. You must make a specific request for budget billing at your new address.

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Budget Billing

**With our Budget Billing service,
you can spread your
annual energy costs
evenly over 12 months
and know your energy costs in advance.**



How does Budget Billing work?

First, we estimate your yearly bill based on your previous use of electricity and/or natural gas. We then divide the estimated yearly bill by 12 to get your monthly budget billing amount.

Your account will be reviewed every three months to ensure that your budget billing amount reflects your actual use and, if necessary, we will adjust the amount of your monthly payment. These reviews help avoid having either a big credit or a large amount due when your budget billing year ends and ensures that your account is balanced in the 12th month.

The most common reasons for adjusting your monthly payment are for changes in the

number of people at home and if the weather has been colder or warmer than normal.

Each bill you receive will show when your budget year ends, the total amount billed to date, how much energy you've used to date and the difference between these two amounts, your Budget Balance.

After balancing your account in the 12th month, we will recalculate your new monthly installment and your budget billing account will be automatically renewed unless you request that it be discontinued.

So what happens at my 12-month review?

If you have used more energy than you were billed for during the past period, a cleanup amount will be calculated and appear on the last bill of that period.

If you have used less energy than you were billed for during the past period, a new budget amount will be calculated and your credit will be included in your new monthly payment amount. You may also contact us to request a refund of any amount you overpaid.

To learn more:

NYSEG Customers:

1.800.572.1111

Monday through Friday or nyseg.com

Hearing and Speech-Impaired (TTY)-

New York Relay Service

Dial 711

RG&E Customers:

1.800.743.2110

Monday through Friday or rge.com

Customers who use TTY/TDD equipment

1.800.962.3293

Please have your account number ready ... thank you!