

These days, the news is full of stories about energy. Whether it's gasoline, fuel oil, natural gas, or electricity, the forces of supply and demand are having an impact on the commodities that are important to all of us.

This publication will help you learn more about New York's summer electric supply situation — what's happening and why. It will give you an understanding of New York's electricity needs, how you can control your electric costs, and the steps that are taken to ensure the reliability of the electric system.

Learn

- What's happening and why
- What to expect
- What you should do
- Where you can get help



Where You Can Get Help

New York State Public Service Commission

Consumer Information
1-888-Ask-PSC1 (1-888-275-7721)
www.AskPSC.com

HELPLINE
1-800-342-3377
(complaints and inquiries on service or billing)

New York State Energy Research and Development Authority (NYSERDA)

1-877-NY-SMART (1-877-697-6278)
www.GetEnergySmart.org

Electric & Gas Utilities (Customer Service)

Central Hudson Gas and Electric
1-800-527-2714 • www.chenergygroup.com

Consolidated Edison
1-800-752-6633 • www.coned.com

New York State Electric and Gas
1-800-572-1111 • www.nyseg.com

Niagara Mohawk – A National Grid Company
1-800-642-4272 • www.niagramohawk.com

Orange and Rockland
1-877-434-4100 • www.oru.com

Rochester Gas and Electric
1-888-253-8888 • www.rge.com

Long Island Power Authority (LIPA)
1-800-490-0025 • www.lipower.org

New York Power Authority (NYPA)
1-914-681-6200 • www.nypa.gov

Use Your Power To Choose

Did you know you can buy electricity and natural gas from companies other than your utility?



Well, you can! Your energy service is made up of two parts, supply and delivery. Energy Service Companies (ESCOs) can compete to sell

you electricity and natural gas (supply). Your utility will still deliver your energy safely and reliably and will respond to emergencies. Competition among ESCOs to supply your energy means new products and services, and better value for your dollar.

In addition to choosing your electricity supplier, you can choose how the electricity you use is produced. You can choose Green Power for some or all of your electricity supply and help create a cleaner, brighter New York for generations to come. Green Power is electricity generated from renewable energy sources such as wind, biomass, hydropower, and solar. Call 1-866-GRN-POWR for more information.

New York's Electricity Outlook

A NYS Public Service Commission
Consumer Guide
Summer 2005



 New York State
Public Service Commission
1-888-Ask-PSC1 • www.AskPSC.com
Three Empire State Plaza, Albany, NY 12223
William M. Flynn, Chairman


Public Service Commission
NYSERDA
George E. Pataki, Governor

What's Happening and Why



The demand for electricity in New York State continues to grow. Again this summer, when hot weather places even greater demand on

New York's electric grid, supplies could be tight, especially in New York City and Long Island.

On a statewide basis, the New York Independent System Operator (ISO) forecasts that the state should have enough electricity to meet demand. The ISO projects that New York's 2005 peak demand will be 31,962 MW (megawatts), an increase of 162 MW over last summer. Add to that another 5,753 MW of reserve power that is needed to provide a cushion in case of severe hot weather or equipment failures, and New York's total electricity capacity need is 37,715 MW.

In the past few years, new generating plants have come on-line and improvements have been made to some older plants. Peak demand reduction programs for large customers are also helping to meet demand. However, if we have a prolonged period of hot weather, or if major generating plants break down, the margin between peak demand and available supply could disappear.

If there is an energy alert

During an energy alert, your actions may help maintain the system. If an energy alert is announced, make every effort to reduce your electricity use. Turn off all non-essential electrical devices, lights, and appliances.

What to Expect

This summer, you may be asked to help ensure the reliability and availability of electricity by conserving energy. Individual consumer efforts can make a big contribution to the existing plans of utilities and large-use customers that go into effect during a heat wave. If everyone reduces the amount of electricity they use, just a little, it can make a big difference. A major, coordinated effort among New York State agencies, the ISO and utilities has been established to maintain the reliability of the electric grid during peak demand periods.

Adequate Supply and Reliability

On an extremely hot day — when electricity usage is at its peak — New York's electric utilities may take special steps to maintain the reliability of the state's electrical system.

Utilities may:

- Issue public appeals to residential customers on the radio and TV.
- Contact large customers directly to reduce their consumption.
- Ask customers to reduce their power consumption voluntarily.

If the need to reduce usage continues, utilities may:

- Institute electric voltage reductions.
- Cut electricity supplies to customers in certain areas.

Prices

Your electricity costs depend on how much electricity you use and what rate you are paying. In general, the more electricity you use, the higher your costs will be.

The price you pay for electricity generally depends on your supplier's cost to buy that electricity. If the underlying cost of fuel used to generate electricity — like oil or natural gas — increases, the price of your electricity may increase. Also, when demand for electricity is high, it tends to push up the price.

What You Should Do

By using electricity wisely you can conserve energy. Using less electricity will help ensure that there will be an adequate supply for everyone and can help lower your bills.

- Use major home appliances (washers, dryers, dishwashers, etc.) early or late in the day.



- Turn off your air conditioner when you leave home; set the thermostat at 78 degrees, or run it on "low."
- Use an electric fan to bring in cool air from outside during

the morning and evening. Fans use much less electricity than air conditioners.

- Close curtains or blinds during the day to block out the heat from the sunlight.
- Shop for the ENERGY STAR® symbol for energy efficiency when you are in the market for a new air conditioner or any major appliance.



Protect Your Appliances



Using dedicated surge protectors can help protect your appliances from power surges. In the event of a power outage or voltage reduction, make sure you do the following:

- Disconnect sensitive electronic appliances such as your personal computer, VCR, TV, microwave, and stereo.
- Turn off other appliances that were on. This prevents blowing fuses or tripping circuit breakers when the power does come on.

Protect Yourself

To protect your health and safety in the event of a storm, accident, or other situation that causes your electricity to go out, consider the following steps:

- Check to see if your neighbors have power.
- Call to notify your utility of the outage.
- Keep a battery-operated radio and flashlight on hand, as well as a supply of batteries.
- Have at least one telephone available in your house that does not require household electricity to operate.
- Have a list of emergency numbers readily available.
- Keep refrigerator and freezer doors closed as much as possible. Food will not spoil for six to nine hours in a refrigerator without electricity. Frozen foods will keep about 24 hours.
- Register special needs customers with their utility so they will receive priority attention.
- Follow all safety precautions for operating portable generators.

For more detailed information, ask for a copy of our brochure entitled "Utility Service Interruptions: What You Should Do." For additional tips on protecting yourself, see "Where You Can Get Help" at the end of this brochure.