



900447108494

April 24, 2019

Account number:

Point of Delivery ID number:

Dear Customer:

We have been notified that you will begin receiving electricity supply service from DIRECT ENERGY SERVICES LLC on 05/24/2019.

If you did not choose DIRECT ENERGY SERVICES LLC as your electricity supplier (also known as an energy services company or ESCO), please contact us online or by phone no later than one business day before the effective switch date listed above to stop the transfer of your supply service.

To contact us online, type www.nyseg.com/noesco into your Internet browser and submit the Stop Supplier Switch form. To contact us by phone, call **607.762.7052** and at the tone provide your name, service address, account number, phone number and type of service for which the transfer should be stopped.

If your supplier bills via a consolidated bill:

- Your NYSEG bill after the above start date will include your new supplier charges as well as your NYSEG delivery charges.
- Please pay NYSEG the total amount owed and we'll pass your supply payment on to your supplier.

If your supplier does not bill via a consolidated bill:

- Your supply charges will *not* appear on your NYSEG bill.
- You will receive two bills, one from your supplier for your electricity supply charges and one from NYSEG for your delivery charges.

Your energy price is made up of a **delivery** charge and a **supply** charge. The **delivery** charge is what you pay NYSEG to transport energy to you through our pipes and power lines. The **supply** charge is what you pay NYSEG or a supplier for the energy you use.

If you have any questions regarding your ESCO supply, please contact your ESCO directly. If you have any questions regarding NYSEG's delivery service, please contact us at nyseg.com or at 1.800.572.1111, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

NYSEG Customer Service

AV 01 006373 44414B 22 A**5DGT



JOE & MARY HOMEOWNER

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SOUTH SALEM NY 10590-1025

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