

Things you can do right now to save energy

Are you looking for ways to lower your energy use? Below are a few **no-cost** actions you can take right now!

- **Keep the cold out.** Close your drapes, curtains and blinds to keep cold out at night, open them during the day to let in the sun.
- **Set your water heater at 120 degrees F.** Many are preset at 140 degrees F.
- **Think before you wash and dry.** Wash and dry only full loads of laundry and use the cold water setting on your washer.
- **Run your dishwasher when it's full.** In addition, let clean dishes air dry.

For great deals on energy-saving products exclusively for our customers, visit nysegSmartSolutions.com.



Your guide to helpful resources

If you need help with your energy bill, there are free programs and services available to help you. We have listed a few in the table at the right.



Resource	Contact Information
Home Energy Assistance Program (HEAP) and Emergency HEAP Federal grant programs that help income-eligible households pay for energy bills, weatherization, and repairs.	Visit mybenefits.ny.gov to apply
Energy Assistance Program (EAP) Helps eligible customers gain control of their energy bills through a monthly bill credit and free energy services through EmPower+.	Visit nyseg.com/EAPapply to see if you qualify and to apply
Project SHARE Heating Fund Grants are available to qualifying customers, active military members and veterans.	Visit nyseg.com/ProjectShare for more information on how to apply
Payment Plans We offer payment arrangements for qualifying customers right online. You can also call us so we can find a solution, together.	Visit nyseg.com/MyAccount to enroll online, or call us at 888.315.1755

Visit nyseg.com/HelpWithBill to view the complete list of programs and services.



Afraid you'll miss it?

Don't worry, you won't!

- You won't miss the paper – but if you love paper, just print what you need.
- You won't miss your bill; it will go right to your inbox immediately.
- You won't miss a payment when you set up payment reminders.

Scan this QR code to sign up for eBill

Don't have a smartphone?
Visit nyseg.com/eBill to learn more and sign up.



Tree care for reliable service

Our priority is delivering reliable, essential electricity service. Trees making contact with our power lines cause 51% of outages. Our team of licensed arborists work with qualified contractors throughout our service territory. These qualified contractors prune and remove trees along thousands of miles of lines to deliver safe, reliable electricity service to you.

Our focus is on more substantial “ground to sky” tree trimming and the identification and remediation of hazardous trees, both inside and outside the right-of-way along critical infrastructure.

All of our maintenance work follows American National Standards Institute (ANSI) standards and Tree Care Industry Association (TCIA) guidelines. Our tree crews are committed to preserving as much of the trees' natural beauty as possible, and consider the shape, strength, growth rate and appearance of the tree before pruning.

Visit nyseg.com/TreeCare for safety tips and more information.



Collecting food for those in need

NYSEG employees collected and donated food for Cortland Loaves & Fishes. The donation will provide free meals and help support the organization's mission to offer hospitality and companionship to those in need in the community.

Employees also collected and donated 513 pounds of food for CHOW – Broome County Council of Churches – Food Distribution Center, which will provide 428 meals to families in Broome County. Families also received energy efficiency kits to help them save energy and potentially lower their energy bills.

