



EnergyLines

Manage your account anytime, anywhere with our [Mobile App!](#)



New year, new opportunities

We have a variety of programs and services designed to help you manage your monthly energy bill, including:

- **Energy-Saving Products.** Visit our online store at nysegsmartsolutions.com for great deals and instant rebates on energy-saving products exclusively for our customers.
- **Budget Billing.** Avoid seasonal fluctuations by paying the same amount every month. Enroll today using our [Mobile App](#), visiting nyseg.com, or by calling our self-service line at **800.600.2275** (press option 2).
- **Supply Choice.** You can manage the price you pay for the supply portion of your energy bill by shopping for your energy supplier. Visit nyseg.com/Choice to learn more.

Visit nyseg.com/UnderstandYourUsage for more information on how to manage your energy use.

Explore energy assistance programs

If you're having difficulty managing your energy bill, there are free programs and services available to help you manage your energy costs. Below are just a few of the programs designed to help. To view a complete list of programs and services, please visit nyseg.com/HelpWithBill.

- **Home Energy Assistance Program (HEAP)** and **Emergency HEAP** are federal grant programs that help income-eligible households pay for energy bills, weatherization and repairs. Both programs are currently open and accepting applications. Visit mybenefits.ny.gov to apply.
- We've expanded eligibility for the **Energy Assistance Program (EAP)**, so you may qualify for help. Visit nyseg.com/EAPapply to see if you qualify today.
- **Project SHARE Heating Fund** helps qualifying customers, active military members and veterans. Applications must be submitted by an authorized intake agency or by calling **HeartShare Human Services of New York** at **800.599.4327**. To find an intake agency in your area, please call **844.579.5555** or visit heartshare.org.
- **Payment Plans.** Visit nyseg.com/MyAccount to view your available payment plan options or call us at **888.315.1755** so we can find a solution together.

2023-2024 Income Eligibility Guidelines for HEAP

Household Size	Annual Income (gross)
1	\$36,430
2	\$47,640
3	\$58,849
4	\$70,059
5	\$81,268
6	\$92,477
7	\$94,579
8	\$96,681
9	\$98,783
10	\$100,884
11	\$102,986
12	\$106,680
13	\$114,390
Each Additional	\$7,710



Together we made a difference!

Thanks to every customer who signed up for **eBill** in November and December, **we donated \$20,000 (\$5,000 each)** to **Food Bank of Central New York**, **Food Bank of the Southern Tier**, **Regional Food Bank of Northeastern New York** and **FeedMore WNY**.

Together, we are helping these organizations reduce food insecurity within our communities.

Your **eBill** signup that contributed to our \$20,000 donation to these organizations will provide enough food for nearly 52,000 meals!



Fast, easy, secure, organized. Done.

Save stamps, checks, paper and time with **eBill**. And combine **AutoPay** and **eBill** so you never miss a payment.

Scan this QR code to sign up for eBill

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



We're ready and we want you to be ready, too

If a storm causes a power outage, you will receive **Outage Alerts** automatically, as long as we have a current cell phone number associated with your account, and you have not previously opted out of **Outage Alerts**.

And you can add multiple phone numbers to receive your **Outage Alert**. So everyone who needs to know will be updated with your power status. Visit nyseg.com/Alerts to learn more.



Generator safety tips

We work all year to make sure the power is there when you need it. If severe weather knocks out your power, please review these safety tips before using your portable or permanent generator.

- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home.
- Use properly sized extension cords in good condition.

Please visit nyseg.com/GeneratorSafety for more safety tips and to read and download our **Emergency Generator Safety** brochure.

Safety requires clear access to your meter

- Electric and natural gas meters and regulators should be kept clear of ice and snow by using a broom or by hand – not a shovel. Never bury electric or natural gas meters, natural gas pipes or natural gas regulators with snow.
- Please clear a pathway to outside meters so your meter reader has clear and safe access. We'll be able to provide you with a bill based on your actual energy use if we can access your meter safely.
- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of potentially deadly carbon monoxide.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **800.572.1111**.