

Energy Lines

Manage your account anytime, anywhere with our **Mobile App!**



I'm going to show you how easy it is to sign up for My Account

My Account is an all-in-one place to manage your account. You can access all your account information, make payments, manage your alerts and more.

It's a one-time set up and so easy. You can do this! Here's how:



Step 1



Grab your **NYSEG** bill. You'll need your 11-digit account number, just this once!

Step 2



Go to nyseg.com/MyAccount or click on **Sign in** at the top of nyseg.com.

Step 3



Click on **"Register now"** and follow the prompts.

Now that you have set up your account, you'll log in with your user ID and password – no need to look for your account number again. It's that easy!

Smart home - Live smart. Have fun!



From home security to entertainment, lighting and thermostats, there's so much you can do with your smartphone and an app, or even just your voice. Have fun and sit back with smart and efficient products from **NYSEG Smart Solutions** that can help you manage your entire home.

Thermostats • Cameras • Audio devices

Visit nysegsmartsolutions.com for more information on these and other smart products for your smart home.

Helping local food pantries

Doing their part to help reduce hunger in their communities, a group of 20 NYSEG volunteers helped the **Community Hunger Outreach Warehouse (CHOW®)** box and load meals for those in need.

CHOW® is a network of food pantries located in Broome County with the goal of making emergency food available to people requiring short-term assistance.



Record year in reliability

You count on us to power your communities and keep your family warm in the winter and cool in the summer. Our relationship with you, as well as our commitment to enhancing our services and modernizing the electricity grid to meet your needs and expectations, remains our top priority. That's why we're pleased to announce that **in 2023, we delivered our best reliability results in five years!**

The increasing frequency and intensity of extreme weather such as heat waves, freezes, heavy rainfall and floods affects every aspect of the grid – from supply and delivery to demand. To meet these growing needs, the **New York Public Service Commission (PSC) approved \$6 billion in investments** for our delivery system. This will provide additional power, increased reliability, and accommodate growth and economic development in our service areas.

How is my electricity generated?

Your electricity supplier is required by the **New York State Public Service Commission (PSC)** to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

The most recent data (calendar year 2022) is provided by the PSC and the **New York State Energy Research and Development Authority (NYSERDA)**.

- If you receive your electricity supply from us, your environmental disclosure information is provided in the chart located at the right and at nyseg.com/EnvDisc.
- If you receive your electricity supply from a supplier other than us and your supplier's charges are included in your **NYSEG** bill, your supplier's environmental disclosure information is published twice per year as a separate insert with your **NYSEG** bill, and is posted at nyseg.com/EnvDisc and nyseg.com/EnergyLibrary.
- If you buy electricity from a supplier other than **NYSEG**, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.

For more information on environmental disclosure information, please contact the PSC at **888.ASK.PSC1 (888.275.7721)** or NYSERDA at **866.NYSERDA (866.697.3732)**.

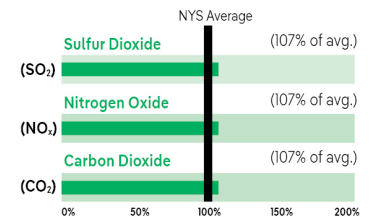
Fuel Sources Used to Generate Your Electricity Supply

- January 2022 through December 2022
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	3%
Hydroelectric	10%
Natural Gas	55%
Nuclear	24%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	3%
Solid Waste	3%
Wind	1%
Total	100%

Air Emissions Relative to the New York State Average

- January 2022 through December 2022



Your safety is our priority

Natural gas is colorless and odorless. For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added so that you'll recognize it quickly. If you think you smell natural gas...



If you smell natural gas, get up, get out and call us immediately!



- **Get up, get out and get away! Then call us immediately at 1.800.572.1121** or call **911** from a safe location. We'll respond quickly to make sure you and your family are safe.
- **Do not** smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas.
- **Do not** assume someone else will report the condition.
- **Do** provide the exact location, including cross streets.
- **Do** let us know if you notice sewer construction or digging activities are going on in the area.

For more information about natural gas safety, visit nyseg.com.