

We're here to help you with your energy bill

Our commitment to you is unwavering. We're always here to support you, especially if you need help with your energy bill. There are a variety of programs designed to help you, such as:



- **Home Energy Assistance Program (HEAP)** provides federal grant money to qualified customers to help pay their heating costs and may also assist with weatherization needs.
- Our **Energy Assistance Program (EAP)** offers a monthly discount on your energy bill. If you receive state assistance, you may qualify.
- **NYSERDA's EmPower+** offers no cost energy efficiency solutions to income-eligible New Yorkers, whether you rent or own.

Visit nyseg.com/HelpWithBill to learn more about these programs and explore our full offering of resources available to help you manage your energy bill.

Is your to-do list getting too big to handle?

We can help you tackle a few of those items when you create an online account. With My Account, you have an all-in-one place to manage your NYSEG account.

- **Never misplace a bill with eBill.** Set payment reminders and view your eBill history.
- **Always pay on time with AutoPay.** It's safe, secure and convenient.
- **Stay updated with Alerts.** Set up your account notifications and Outage Alerts preferences.
- **Manage your bill with Budget Billing.** Your energy costs are spread evenly over 12 months so you know what your bill will be.

Go to nyseg.com/MyAccount to get started today!



Simple savings tips to keep you warm this winter

Here are a few easy actions you can take to decrease your energy use.

- Install a smart thermostat to easily match your temperature settings with your schedule.
- Change your home lighting to LEDs.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.

Find more energy-savings tips at nyseg.com/UnderstandYourUsage.



Improving reliability pole by pole

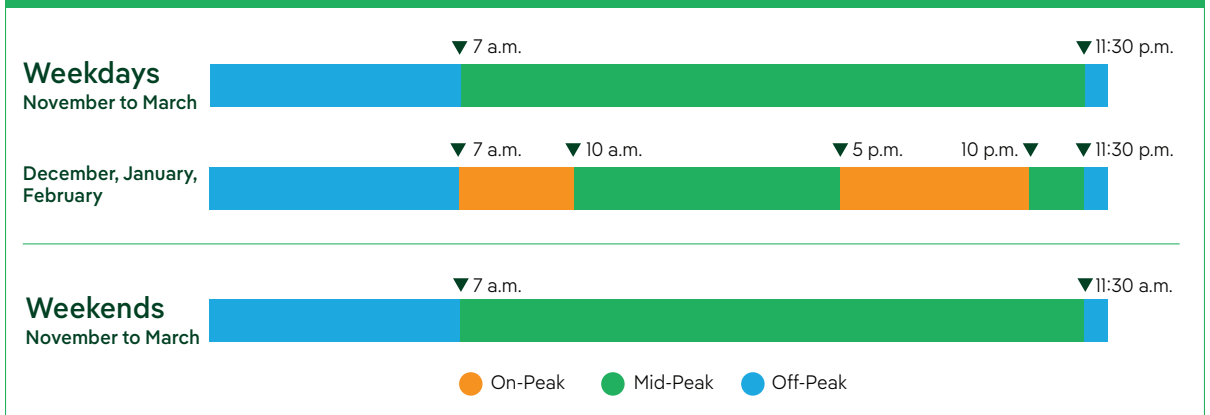
We continue to take the necessary steps to modernize our grid, providing safe and reliable service for our customers. We are upgrading 45,000 electrical poles across the state through 2026. These upgrades are part of the \$2.1 billion in infrastructure investments in our Reliable Energy New York Plan that will improve service and reliability to you.

This continuous work also helps keep up with the growing demands in energy use across the state. Upgraded poles help to meet the goal of building New York State's digital infrastructure, connecting all New Yorkers through the internet.

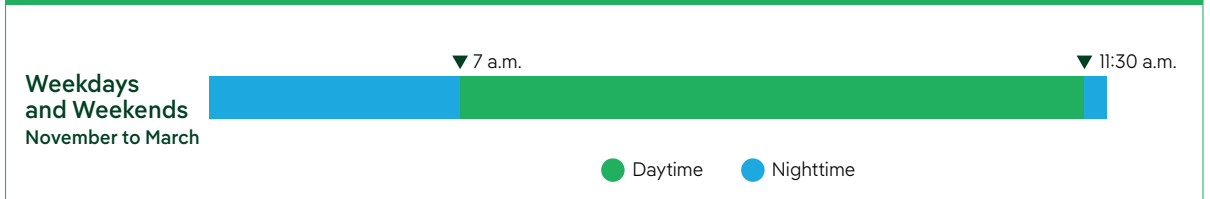
Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 3. If you're a **Time-of-Use** or **Day-Night electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your NYSEG electricity meter.

Effective November 3, 2024, our **Residential Time of Use Electricity Rate Service** hours are:



Effective November 3, 2024, our **Day-Night Electricity Rate Service** hours are:



The clocks in our Day-Night and Time-of-Use meters remain on EST all year long. Learn more by visiting [nyseg.com](https://www.nyseg.com).

Protect yourself and your family from carbon monoxide

- Carbon monoxide, a colorless odorless gas, can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney, flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.



If you suspect a carbon monoxide problem, get up, get out and get away! Then call us immediately at **800.572.1121** or **911** from a safe location. We'll respond quickly to make sure you and your family are safe.

