

EnergyLines

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



Cold months, warm relief

Stay warm and comfortable this winter with services that can help you with your energy bill. You can:

- Apply for the **Home Energy Assistance Program (HEAP)**. This program provides federal grant money to income-eligible customers to help pay heating costs and may also assist with weatherization needs. The program is now accepting applications.
- See if you're eligible for our **Energy Affordability Program (EAP)**. EAP offers a monthly discount on your energy bill. If you receive state assistance, you may qualify.
- See if you qualify for **NYSERDA's EmPower+**. This program offers no cost energy efficiency solutions to income-eligible customers, whether you rent or own.

Visit nyseg.com/HelpWithBill to learn about these and other programs.



Anytime, anywhere, we're there

This holiday season, unwrap the gift of convenience with our free **Mobile App**. Enjoy easy access to your NYSEG account anytime, anywhere, no matter where your holiday travels take you. Plus:

- View and pay your bill in just a few clicks.
- Sign up for **eBill** to help reduce paper waste.
- Enroll in **AutoPay** so your payments can be made automatically, securely and on time every time.

Download the app by searching for NYSEG at the Apple Store or Google Play.

Or better yet, just text **APP** to **697348** to have a download link sent directly to your phone.



Smart meters lead to a smarter energy experience

With a smart meter, it's easy to understand and manage your energy bills - so you get the most out of every energy dollar. With our free online **Energy Manager** tool, you can gain new insights to help you learn where you're using the most - and least - amount of energy. Get started at nyseg.com/MyAccount.

Season of giving: We're making a difference



We're committed to helping our communities. In partnership with the Avangrid Foundation, the philanthropic arm of our parent company, we are proud to give back.

Recently, the Avangrid Foundation **donated \$150,000 to Feeding America**. These funds have been distributed to local food banks across our service area, including several right here in New York.

This grant will empower organizations like FeedMore WNY and Food Bank of the Southern Tier to provide holiday meals and other crucial programs to those in need this season.

Surveying for safety

You may see us in your neighborhood. We are conducting a thorough survey of all of our overhead electric distribution equipment over the next year. This survey will support service reliability and safety to help inform future investments.

To complete this survey we will be using vehicles, drones and authorized vendor personnel to capture images of our equipment. All authorized personnel carry identification and vehicles are branded with our logos for easy identification.

We take your privacy seriously. We won't need access to your property and are focused on capturing images of our equipment only.



Winter meter safety tips

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the buildup of carbon monoxide.
- Electric and natural gas meters and regulators should be kept clear of snow and ice 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 we have clear and safe access for maintenance, or to read your meter if you don't have a smart meter yet. We'll be able to provide you with a bill based on your actual energy use while you're waiting for your smart meter.
- If a meter becomes encased in ice, or begins to make an unusual noise, please call us at **800.572.1111**.

For more information, please visit nyseg.com/Safety.

Natural gas piping safety notice

Corrugated Stainless Steel Tubing (CSST) is a yellow flexible pipe used to provide natural gas to many homes and businesses. If you live or work in a structure built between 1990 and 2006, or if gas line work was performed on your building during that period, be aware of possible safety hazards associated with CSST.

Some 500,000 new homes in the United States have CSST installed each year. Since regulations directing how pipes are bonded and grounded were not adopted until 2006, you should have your piping system inspected by a licensed electrician.

If the CSST was improperly installed and lightning strikes the structure, the traveling lightning could cause a natural gas leak or possibly a fire. If your system isn't in compliance, a professional can help you take steps to protect your home or business.

