

January 2025

EnergyLines

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



You CAN kickstart your new year

Start your new year off right with these tools that can help you manage your electricity use.

C=Control

You can manage the price you pay for your energy supply by shopping and comparing supply choices. Visit nyseg.com/Choice to start exploring.

A=Avoid

Avoid seasonal fluctuations by enrolling in Budget Billing. You'll pay a stable monthly payment based on your annual energy use over the past year. Enroll today at nyseg.com/MyAccount.

N=New products

Visit nysegsmartsolutions.com for deals and rebates on energy-saving products.

Be sure to visit nyseg.com/UnderstandYourUsage for more tips on how to manage your energy use.



Help when you need it

We understand life can be unpredictable. If you're struggling with your bill, we're ready to help. Check out these supportive programs:

- The **Home Energy Assistance Program (HEAP)** and **Emergency HEAP** provide federal grant money to income-eligible customers to help pay heating costs and may also assist with weatherization needs. Both programs are accepting applications.
- Our **Energy Affordability Program (EAP)** offers a monthly discount on qualifying customers' energy bills.
- **NYSERDA's EmPower+** program offers no cost energy efficiency solutions to income-eligible customers who rent or own.

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

2024-2025 Income Eligibility Guidelines for HEAP

Household Size	Annual Income (gross)
1	\$39,874
2	\$52,143
3	\$64,412
4	\$76,681
5	\$88,949
6	\$101,218
7	\$103,519
8	\$105,819
9	\$108,120
10	\$110,420
11	\$112,721
12	\$115,021
13	\$119,430
Each Additional	\$8,070



Help us help others

The **Project SHARE Heating Fund** helps income-eligible customers who are having trouble managing their energy bills. You can help us help them by adding exactly \$1.00, \$2.00 or \$5.00 to your bill payment, or enroll in automatic giving online at nyseg.com/ProjectShare. Thank you!



Fast, easy, secure, organized. Done

Save stamps, checks, paper and time with **eBill**. Combine **AutoPay** and **eBill** so you'll never miss a payment.

Scan this QR code to sign up for eBill

Don't have a smartphone? Go to nyseg.com/MyAccount



Keeping local scouts warm all winter

Our employees volunteered at the Tuscarora Scout Reservation in Windsor, stacking wood so that campers can stay warm by the fire all winter long. We love getting out of the office to strengthen the communities in which we live and work.

Generator safety tips

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 to read and download our **Emergency Generator Safety** brochure.

Winter safety tips

- 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 we have clear and safe access.
- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of carbon monoxide.
- If your meter becomes encased in ice, or begins to make an unusual noise, please call us at **800.572.1111**.