

September 2025

EnergyLines

Manage your account easily at nyseg.com/MyAccount.



Fall for the convenience of our Mobile App

Whether you're apple-picking or leaf-peeping, enjoy easy access to your NYSEG account from wherever the season takes you with our free Mobile App. Plus:

- Sign up for eBill and reduce paper waste.
- View and pay your bill in just a few clicks.
- Enroll in Budget Billing so you'll always know how much your bill will be.

Download the app by searching NYSEG in the App Store or Google Play. Or **text APP to 697348** to receive a download link sent directly to your phone.



Moving soon?

If you're relocating, closing your summer place or heading to college, go to nyseg.com/Moving to stop or start your service with just a few clicks.

It's easy, fast and convenient.

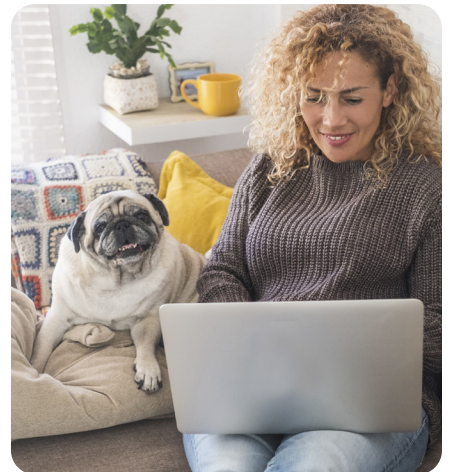
New season, new savings: stay on top of your energy use

As the days get cooler and nights grow longer, take advantage of Energy Manager and Usage Alerts to monitor your energy use.

- Track your energy use down to the hour*.
- See a breakdown of how you use energy (heating, lighting, hot water).
- Compare your energy use to similar homes nearby.
- Get energy-saving tips.
- Set energy goals and monitor your progress as the days get cooler.

Visit nyseg.com/MyAccount to explore Energy Manager and Usage Alerts.

*Available only to customers with smart meters.



Keeping the lights on: \$90M invested in tree work

Not-so-fun fact: Nearly half of all power outages are caused by trees or limbs falling on our power lines.

That's why we have invested more than \$90 million in a comprehensive vegetation management program. This initiative includes a structured six-year tree-trimming cycle to help prevent outages before they happen.

We collaborate with homeowners and landowners to detect and take care of danger trees before storms occur. For more information, visit nyseg.com/TreeWork.



Free energy resources for educators, parents and kids

Teach your students – or your own children – about energy safety with our free educational resources at nyseg.com/School. There you'll find:

- Our interactive **Electric Universe** and **Energy Underground**.
- **Grrrr the Natural Gas Safety Bear** coloring book and **Watts the Wizard** safety posters to print and color.
- Our free **"Being Nosey Can Keep You Safe"** school kit designed for kindergarten through fifth grade.



If you or a member of your household relies on life-sustaining equipment, contact us now at **1.800.572.1111**. We offer special, personalized benefits and services for customers with life-sustaining equipment.

Look up...look out

When working outside, be aware that metal objects like aluminum siding, gutters and ladders conduct electricity.

If these items touch an overhead power line, the results could be deadly.

While planning a project, carefully check the work area for any potential hazards, including overhead power lines.



Dig safe

Having underground utilities marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

Call 811 or use the online form at UDigNY.org between two and 10 working days before you start to dig. It's free, it's easy and it's the law.



Stay away from downed power lines. No line is safe to touch, ever. Call us right away at **1.800.572.1131** to report downed power lines.