

We've got your back — just reach out

As the days get shorter and the air turns crisp, we're here to help you stay comfortable. We offer a variety of programs to help manage your energy bill:

- The **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. HEAP is expected to open in November.
- 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 our full offering of available resources.



Save money on energy-saving products

Did you know we partner with retailers across our service area to offer instant discounts on energy-saving products right in the store?

We work with retailers and manufacturers to promote and discount efficient, more environmentally friendly products for your home including air purifiers, dehumidifiers and more.

No need to save your receipt or fill out a rebate form after your purchase. The instant discount is applied at checkout. Just look for our Reduced Price stickers in-store.

Available products and incentives can be found at nyseg.com/Energy-Saving-Products.



Fall into energy savings with Energy Manager

Manage your energy use at your fingertips with Energy Manager.

You'll get:



- Downloadable data to analyze your energy-saving opportunities.
- Your energy use breakdown by category (heating, lighting, hot water).

Access Energy Manager through our free Mobile App or log into your online account.

Turn over a new leaf with Usage Alerts

Stay ahead of seasonal energy spikes with our easy-to-use Usage Alerts, powered by your smart meter.

With Usage Alerts, you can:



- Track your weekly energy use.
- Get notified when your use is trending higher.
- Set a limit amount and we'll send you an alert when you exceed that limit.

Visit nyseg.com/MyAccount to get started.

Powering progress: Milo substation upgrade in Yates County

We're investing \$19.5 million to modernize the Milo Substation in Penn Yan and upgrade five miles of circuits that will enhance reliability, increase capacity and support future energy needs for more than 850 customers, including the local airport.

This project is part of our broader commitment to invest more than \$7 billion statewide by 2030 to modernize the grid and protect communities from severe weather threats.



Milo substation

Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 2. 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 2, 2025, our **Residential Time of Use Electricity Rate Service** hours are:

Weekdays



WINTER



Weekends



● On-Peak ● Mid-Peak ● Off-Peak

Effective November 2, 2025, our **Day-Night Electricity Rate Service** hours are:

Weekdays and Weekends



● Daytime ● Nighttime

The clocks in our Day-Night and Time-of-Use meters remain on EST all year long. Learn more by visiting nyseg.com/DayNight or nyseg.com/TOU.

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 installing a carbon monoxide alarm and having your heating system, chimney, flues and vents checked once a year by a professional.



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 help make sure you and your family are safe.



Part of our commitment to the environment, printed on recycled paper using soy inks.

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