



# EnergyLines

Manage your account anytime, anywhere with our [Mobile App!](#)



Scan the QR code to sign up for eBill. Don't have a smartphone? Go to [nyseg.com/eBill](https://nyseg.com/eBill) to sign up today.

## Make a difference in your community And enjoy the convenience of eBill

For every customer who signs up for **eBill** in November and December, we'll donate \$2.00, up to \$5,000 each, to **Food Bank of Central New York, Food Bank of Southern Tier, Regional Food Bank of Northeastern New York** and **FeedMore WNY**.

Your **eBill** signup and our \$20,000 donation to these organizations will provide enough food for nearly 52,000 meals!

Please visit [nyseg.com/eBill](https://nyseg.com/eBill) to sign up for **eBill** and help reduce food insecurity in our communities.

## Can you really help me with my energy bill?

Yes, we can! Here's how:

- Apply for the **Home Energy Assistance Program (HEAP)**, a federal program that helps eligible customers pay for energy bills, weatherization and repairs. The program is currently open and accepting applications. Visit [mybenefits.ny.gov](https://mybenefits.ny.gov) to apply.
- See if you qualify for our **Energy Assistance Program (EAP)** at [nyseg.com/EAPapply](https://nyseg.com/EAPapply). EAP helps eligible customers manage their energy bills through a monthly bill discount. Enrollment is automatic with a recent HEAP benefit and expanded eligibility means you can apply if you receive other state assistance.
- Visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to view your available payment plan options or call us at **888.315.1755** so we can find a solution together.

Visit [nyseg.com/HelpWithBill](https://nyseg.com/HelpWithBill) to view our full list of programs and services designed to help you.

## Outage Alerts anytime, anywhere

Whether you're on the go or at home, the most convenient way to know more about a power outage is with Outage Alerts.

If we have a current cell phone number associated with your account, and you have not previously opted out of Outage Alerts, you will automatically receive an alert letting you know that we're aware of the outage and when your power is expected to be restored.

Do you have a relative or neighbor who relies on you for help? Ask them to add your phone number to their account so you can receive outage updates for them, too. Visit [nyseg.com/Alerts](https://nyseg.com/Alerts) to learn more.

Visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to make sure we have your mobile phone number so you will receive a text alert.



# Personalize your account to fit your needs

Pay your bill, sign up for or customize alerts and manage all your account needs with **My Account**. Visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to create your online account and access all our latest tools to get the most out of your service with us.



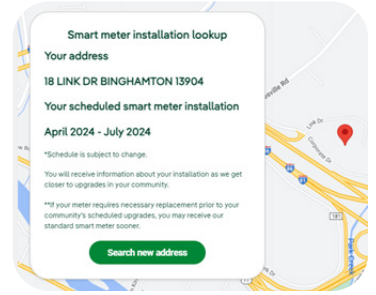
## Find out when we're coming to your neighborhood

With our new smart meter upgrade lookup tool, you can find out when we're scheduled to be in your neighborhood for your meter upgrade.

Go to [nyseg.com/Installation](https://nyseg.com/Installation) and enter your service address house number and street name, and ZIP code as it appears on your bill. Within seconds, you will see when we're planning to be in your neighborhood for your smart meter upgrade.

As we get closer to your upgrade, you will receive a postcard and phone call ahead of your installation. Visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to be sure your contact information including phone number and email address is up to date.

If your meter requires replacement prior to your neighborhood's scheduled upgrades, you may receive your standard smart meter sooner. Give the lookup tool a try today to find out when you're getting your smart meter!



# Power On: Investing in a stronger, smarter grid to serve you

Technology is constantly changing and our priority continues to be safely and reliably delivering energy to you.

Our recently approved Reliable Energy New York plan will:

- Improve reliability and resiliency by upgrading critical infrastructure like substations to limit the impacts of increased flooding, installing new and stronger poles and tree wire that can withstand more intense and frequent storms, and increasing tree trimming.
- Rededicate our operations to high quality customer service programs that meet the needs of our customers, including \$50 million in low-income program funding.
- Support our clean energy future by growing clean energy programs including solar, electric vehicles and heat pumps.

## Winter meter safety tips

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the buildup of potentially deadly 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. We'll be able to provide you with a bill based on your actual energy use if we can access your meter safely.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **800.572.1111**.

For more information, please visit our safety section at [nyseg.com](https://nyseg.com).

## 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.