



# EnergyLines

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



We're making improvements to our system, so you can power through your day – especially when it comes to baking your favorite muffins or cookies.

## Power On Building a stronger, safer grid

As part of our commitment to provide safe, reliable service to all our customers, we are updating the delivery system in our service areas. These upgrades will improve network performance and update assets to improve overall resiliency.

We are planning an upgrade of certain components of the electric delivery system in the towns of Holland and Sardinia. Specifically, we are rebuilding 6.4 miles of lines and installing heavier class poles and covered wire to improve the resiliency of this section of the circuit, ensuring the delivery of safe and reliable power to our customers.

## Switch from your mailbox to your inbox

Did you know that when you sign up for [eBill](#), you're getting the exact same information as your paper bill and more? It's true! When your energy bill is sent to your inbox instead of your mailbox, you get more control, convenience and time.

When you sign up for [eBill](#), you get the following advantages:

- No more waiting for mail delivery, you'll get your [eBill](#) as soon as it's issued.
- No more looking through files for old bills, [eBill](#) keeps track of them for you.
- No more late payments with our easy reminders.

Scan this QR code to  
sign up for eBill



Don't have a smartphone?  
You can access your  
online account by visiting  
[nyseg.com/MyAccount](https://nyseg.com/MyAccount).

## Energy saving tips

Use these no-cost energy-saving tips to stay cool and comfortable this summer.



- Set your air conditioning at 78° or higher. Each degree above 75° saves you 3% of the energy used to cool your home.
- Turn your air conditioner up a few degrees when you leave home.
- Close your draperies and shades on hot, sunny days.

Visit [nyseg.com/UnderstandYourUsage](https://nyseg.com/UnderstandYourUsage) for more tips to help you manage your energy bill.

# What a cool way to save

Enroll in our **Smart Savings Rewards** program and you'll receive a **\$70 MasterCard e-gift card\*** and the chance to earn a **\$20 credit** on your electricity bill.

Once you enroll, we'll adjust your thermostat during times when summer electricity demand is at its highest. It's just a few degrees, but you'll earn a **\$20 credit** on your electricity bill at the end of the summer for fully participating in at least one temperature adjustment.

Get more information and see if you qualify by visiting **SmartSavingsRewards.com**.

*\*To enroll, you must be a NYSEG customer and install or have an existing eligible thermostat connected to your central air conditioning system.*



## Smart meters are coming soon!



We're upgrading meters across our service area and may be in your community soon.

If you're planning new construction or your meter needs to be replaced unexpectedly, you may receive our standard smart meter sooner than others in your neighborhood.

Smart meters provide many benefits after upgrades are complete in your community including:

- Getting bills based on your actual use each month automatically – no more reading your meter.
- Access to your detailed energy use down to the hour.

If you are a residential customer and would prefer to opt out of our standard smart meters and pay an additional monthly fee, please contact us at **866.531.6313**. Monthly fees will begin after meter upgrades in your community are complete. Visit **nyseg.com/smartmeters** to learn more.

## Delivering help in our communities

We've been busy around the state stocking food pantry shelves and delivering food in support of local organizations' fight against hunger.



*Employees from our Binghamton division volunteered at CHOW the Community Hunger Outreach Warehouse, stocking 7,000 pounds of food at the organization's warehouse in Binghamton.*

## Be safe: Pipeline markers show the way

We're committed to your safety. We work with industry groups to continually enhance natural gas pipeline safety. We also work with emergency responders, and state and local agencies, to prevent and prepare for emergencies through training and periodic drills.

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. Markers only indicate a pipeline's general location and should not be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact **UDig NY** at **UDigNY.org** or call **811** prior to any excavation.

As an added safety measure against excavation damage, you can request that we install an Excess Flow Valve (EFV). For more information on installation requirements and costs, visit **nyseg.com/EFV**.