



# EnergyLines

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

## Sign up for eBill and help feed those in need

Now is the time to choose **eBill!** For the third year in a row, with every **eBill** signup we receive in November and December, we'll donate \$2.00, up to \$5,000 per organization, to:

- [Food Bank of Central New York](#)
- [Food Bank of the Southern Tier](#)
- [Regional Food Bank of Northeastern New York](#)
- [FeedMore WNY](#)

These organizations offer food, nutrition education, school backpack programs, mobile food pantries and other assistance programs. With **eBill** you can:

- View and pay your bill securely online
- Receive an email as soon as your bill is ready
- View your previous **eBills**

Your **eBill** signup will help address food insecurity in our communities.

Scan this 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.



*An estimated one in eight Americans relies on emergency food assistance. You can help with your eBill signup.*

## How do I stay warm and within my budget this winter?



If you're facing challenges with your energy bill, we can help.

- 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 gain control of their energy bills through a monthly bill discount. Enrollment is automatic with a recent **HEAP** benefit and expanded eligibility means you can now 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.

- Learn about [EmPower+](#) at [nyserda.ny.gov/EmPower](https://nyserda.ny.gov/EmPower). **EmPower+** provides no-cost energy efficiency solutions to eligible customers, whether you rent or own. You may qualify for an energy assessment, high-efficiency lighting, home insulation, replacement of an older, inefficient refrigerator and much more.
- Avoid seasonal fluctuations with [Budget Billing](#). Enroll today using our [Mobile App](#), visiting [nyseg.com](https://nyseg.com), or by calling our automated services line at **800.600.2275** (press option 2).
- Shop for your energy supplier. Visit [nyseg.com/Choice](https://nyseg.com/Choice).

Visit [nyseg.com/HelpWithBill](https://nyseg.com/HelpWithBill) to view our complete list of programs and services designed to help you manage your energy bill.

# We're ready and we want you to be ready, too

We work continuously to improve our electricity delivery system so we can deliver reliable power to you through even the most severe weather.

If a storm does cause a power outage, you will receive **Outage Alerts** automatically, as long as we have a current cell phone number associated with your account, and you have not previously opted out of **Outage Alerts**.

Before a powerful storm strikes, check your online account at [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to make sure we have your cell phone number, and to set up your preferences to meet your needs.



With Outage Alerts you can:

- Choose how you want to receive your alert: by **text, email, phone or all three**
- Check the status of an outage by texting **STATUS** to **697348**
- Receive alerts for real time updates

Don't wait for a storm warning, visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to set up your **Outage Alerts** preferences today.

## Upgrades improve reliability, resiliency and capacity

We're committed to providing safe and reliable service to you and your family.

As part of that commitment, we are upgrading the Dingle Ridge substation and associated circuits to increase reliability, resiliency and capacity in the Brewster area.

We will also include new automation technology that allows power to be rerouted when a line goes down, meaning faster restoration for our customers.

Upgrading and modernizing equipment to provide communities with the best service is an important part of our operations. These investments will help reinforce the grid in the face of increasingly severe storms and make way for the clean energy of the future.

"Investing in our grid allows us to better serve our customers, which is a top priority at NYSEG. This project will reduce the number of outages and duration of outages for our customers."

~ **Rob McDonough**, Manager of Regional Operations, NYSEG Brewster Division

## How is my electricity supply generated?

Your electricity supplier is required by the New York State Public Service Commission (PSC) to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

The most recent data (calendar year 2021) is provided by the PSC and the New York State Energy Research and Development Authority (NYSERDA).

- If you receive your electricity supply from us, your environmental disclosure information is provided in the chart to the right and at [nyseg.com/EnvDisc](https://nyseg.com/EnvDisc).
- If you receive your electricity supply from a supplier other than us and your supplier's charges are included in your **NYSEG** bill, your supplier's environmental disclosure is published twice per year as a separate bill insert with your **NYSEG** bill. This supplier environmental disclosure information insert is also available at [nyseg.com/EnergyLibrary](https://nyseg.com/EnergyLibrary).
- If you buy electricity from a supplier other than **NYSEG** and are billed directly by your supplier, you should receive environmental disclosure information from them.

For more information on environmental disclosure, please contact the PSC at **888.Ask.PSC1 (888.275.7721)** or NYSEERDA at **866.NYSEERDA (866.697.3732)**.

### Fuel sources used to generate NYSEG electricity supply

- January 2021 through December 2021
- Actual total may vary slightly from 100% due to rounding

Battery	Less than 1%
Biomass	Less than 1%
Coal	2%
Hydroelectric	11%
Natural Gas	51%
Nuclear	28%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	2%
Solid Waste	3%
Wind	2%
Total	100%

### Air emissions relative to the New York state average

- January 2021 through December 2021

