



EnergyLines

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

Paying online is now easier

Good news! We've improved our online payment service. It's now more mobile and tablet friendly, so making a payment on the go is easy.

Plus, save time scheduling your next payment by checking the "remember my payment details" box, even for payments you make without logging in.

Check out our improved online payment service!



Scan this QR code to pay online

Don't have a smartphone? Visit nyseg.com/PayOnline to pay your bill quickly and easily.



"I'm on a fixed income and need help with my bill. Can you help me?"

Yes, we can. If you need help with your energy bill, there are a variety of programs designed to help you including:

- The **Home Energy Assistance Program (HEAP)** helps income-eligible households pay for their energy bills, weatherization and repairs. The program is scheduled to open in November.
- Our **Energy Assistance Program (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. See if you qualify at nyseg.com/EAPApply.
- **EmPower+** provides no-cost energy efficiency solutions to income-eligible New Yorkers, 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. Learn more at nyserda.ny.gov/empower.

Please visit nyseg.com/HelpWithBill to learn more about these programs.

Upgrades improve power source to local hospital

We have completed upgrades to our electric facilities that serve Putnam Hospital in Carmel. The upgrades provide better reliability with an additional electrical source to provide power to the hospital when it needs it the most.

"Our patients rely on us to provide quality care, and we want to continue to do so in the way patients deserve. These upgrades will allow us to take on storms and other variables, keeping us powered on to better serve our patients and guests," said Joseph Olenik, Director of Facilities Operations at Putnam Hospital.

Continued system investments to better serve our customers and ensure reliable service is always a priority.

Simple savings tips

As the days get shorter and temperatures get cooler, we may use more energy by having the lights on longer and adjusting the thermostat to keep warm. Here are some easy actions you can take to decrease your energy use.

- For great deals and rebates on energy-saving products visit our online store at nysegsmartsolutions.com.
- Install a smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to LEDs.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.

Find more energy-savings tips by visiting nyseg.com/UnderstandYourUsage.

Safety tips: Carbon monoxide

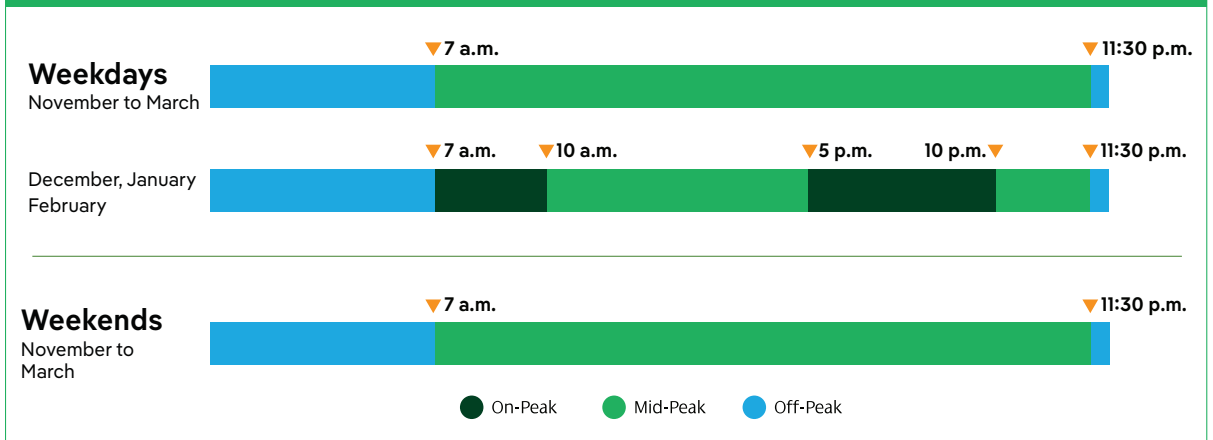
- Carbon monoxide, a colorless odorless gas, can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney, flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.

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 make sure you and your family are safe.

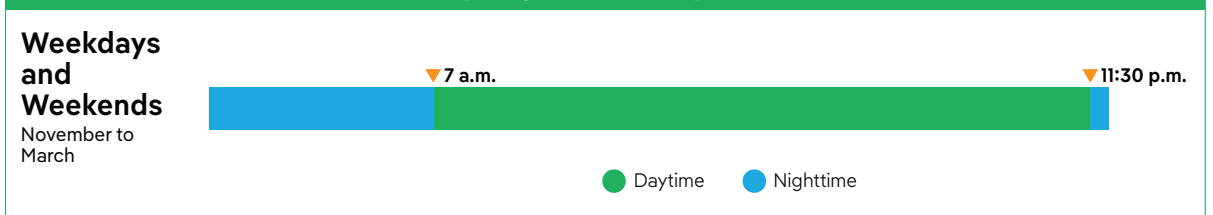
Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 5. 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 5, 2023, our **Residential Time of Use Electricity Rate Service** hours are:



Effective November 5, 2023, our **Day-Night Electricity Rate Service** hours are:



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