



# EnergyLines

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



## Make a smooth move with eBill

Whether you're moving into a new home, or closing up your camp or summer home, **eBill** can help make your move a smooth one.

- Your bill is delivered straight to your inbox, no matter which home you're living in.
- No need to pack any paper bills, you can access your **eBill** history online.

### Scan this QR code to sign up for eBill

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



## Get ready for colder weather, we can help

The days are getting cooler and the nights are getting longer. Now is the time to prepare your home ahead of winter energy bills. We have programs to help you do just that:

- **Sealed \$1,000 Rebate.** Weatherize your home with an instant \$1,000 rebate and your upfront costs covered! Visit [sealed.com/nyseg](https://sealed.com/nyseg) for more information.
- **NYSEG Smart Solutions.** Instant rebates and great prices on energy-saving products.
- **NYS Clean Heat Rebate Program.** Heat pump rebates.
- **Residential Rebates.** A furnace or boiler tune-up \$75 rebate, and more.

Visit [nyseg.com/EnergyEfficiencyPrograms](https://nyseg.com/EnergyEfficiencyPrograms) to see which program is right for you.

If you need help managing your energy bill, we have programs and resources available, such as:

- **Our Energy Assistance Program (EAP)** offers a monthly discount on your energy bill. If you receive state assistance, you may qualify. Visit [nyseg.com/EAPapply](https://nyseg.com/EAPapply) to see if you qualify and apply today.
- **NYSERDA's EmPower+** provides no-cost energy efficiency solutions to income-eligible New Yorkers, whether you rent or own. Learn more at [nyserda.ny.gov/empower](https://nyserda.ny.gov/empower).

Visit [nyseg.com/HelpWithBill](https://nyseg.com/HelpWithBill) for a complete list of our programs and services designed to help.



## We want to speak your language!

Translation services are available when you call us for support. Just ask your Customer Service Representative. You can get instructions on how to use our web-based translation services by visiting [nyseg.com/ContactUs](https://nyseg.com/ContactUs).

## ¡Queremos hablar tu idioma!

Los servicios de traducción están disponibles cuando nos llama para obtener asistencia. Pregúntele a su Representante de Servicio al Cliente. Puede obtener instrucciones sobre como utilizar nuestro servicio de traducción visitando la web [nyseg.com/ContactUs](https://nyseg.com/ContactUs).





## Our tree care program keeps the lights on

Falling branches and uprooted trees are the number one cause of power outages. To provide you with safe, reliable electric service, our qualified contractors prune and remove trees along public roads using standards endorsed by the Tree Care Industry Association.

Our team of licensed arborists work with qualified contractors throughout our service area. Our tree crews are committed to preserving as much of the trees' natural beauty as possible, and consider the shape, strength, growth rate and appearance of the tree before pruning.



## Community Spotlight

### FREE Energy resources for educators, parents and kids

If you want to teach your students – or your own children – about energy safety, our free educational resources are just a click away at [nyseg.com/school](http://nyseg.com/school).

There you'll find:

- Information about the power of electricity with our interactive [Electric Universe](#) and natural gas safety with [Energy Underground](#).
- [Grrrr the Natural Gas Safety Bear](#) coloring book and [Watts the Wizard](#) safety posters to print and color.
- Our "[Being Nosey Can Keep You Safe](#)" school kit designed for grades 1 through 5. Order your free kit with our convenient online order form.



**If you or a member of your household relies on life-sustaining equipment,** don't wait, contact us now at **1.800.572.1111**. We offer special, personalized benefits and services for customers with life-sustaining equipment.

### Look Up...Look Out

When working outside, be aware that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors, and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.



### Dig Safe

Having underground utilities (electric and natural gas lines) marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

Call 811 or use the online form at [UDigNY.org](http://UDigNY.org) between two and 10 working days before you start to dig. It's free, it's easy and it's the law.



**Stay away from downed power lines** and tell others to stay away. No line is safe to touch, **ever**. Call us right away at **1.800.572.1131** to report downed power lines.