



An AVANGRID Company

EnergyLines

Manage your account anytime, anywhere with our **Mobile App!**

Make the best energy choices for you and your family in 2023

We have a variety of programs and services to help you manage your monthly energy bill, including:

- **Energy-Saving Products.** Visit our online store at nysegsmartsolutions.com for great deals and instant rebates on energy-saving products exclusively for our customers.
- **Budget Billing.** Avoid seasonal fluctuations with **Budget Billing**. Enroll today using our **Mobile App**, visiting nyseg.com, or by calling our self-service line at **800.600.2275** (press option 2).
- **Supply Choice.** You can manage the price you pay for the supply portion of your energy bill by shopping for your energy supplier. Visit nyseg.com/choice to learn more.

Visit nyseg.com/UnderstandYourUsage for more information on how to manage your energy use.



Need help with your energy bill? We're here for you

If you're having difficulty managing your energy bill, there are free programs and services available to help you get caught up and manage your energy costs. Below are just a few of the programs designed to help. To view a complete list of programs and services, please visit nyseg.com/HelpWithBill.

- **Home Energy Assistance Program (HEAP)** and **Emergency HEAP** are federal grant programs that help income-eligible households pay for energy bills, weatherization and repairs. Both programs are currently open and accepting applications. Visit mybenefits.ny.gov to apply.
- We've expanded eligibility for the **Energy Assistance Program (EAP)**, so you may qualify for help. Visit nyseg.com/EAPapply to see if you qualify today.
- **Project SHARE** helps qualifying customers, active military members and veterans. Applications must be submitted by an authorized intake agency or by calling **HeartShare Human Services of New York** at **800.599.4327**. To find an intake agency in your area, please call **844.579.5555** or visit heartshare.org.
- **Payment Plans.** Visit nyseg.com/MyAccount to view your available payment plan options or call us at **888.315.1755** so we can find a solution together.

2022-2023 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,852
2	\$3,730
3	\$4,608
4	\$5,485
5	\$6,363
6	\$7,241
7	\$7,405
8	\$7,570
9	\$7,734
10	\$7,899
11	\$8,064
12	\$8,228
13	\$8,778
Each Additional	+ \$590

Start the New Year with My Account!

Did you resolve to be more organized this year? **My Account** can help you manage your **NYSEG** account all in one place. Create a **My Account** today and get access to all the latest tools to keep you, your **NYSEG** bill and account organized!

eBill

- Never misplace a bill
- Set payment reminders
- View your previous **eBills**

AutoPay

- Safe, secure, convenient
- Set a payment schedule best for you
- Never miss a payment

Alerts

- Get payment notifications
- Receive outage **alerts**
- Receive past due **alerts**



Scan here to start your new year with **My Account**. Don't have a smartphone? Go to nyseg.com/MyAccount.



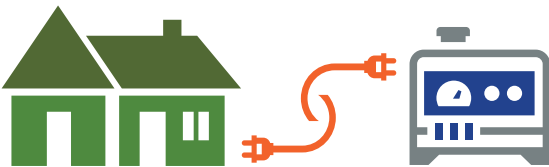
Together we made a difference!

Thanks to you, we donated \$1.00 for every **eBill** signup we received in November and December resulting in **\$2,500 donations to Food Bank of Central New York, Food Bank of the Southern Tier, Regional Food Bank of Northeastern New York and FeedMore WNY.**

With your **eBill** signup, we are helping these organizations to overcome food insecurity within our community.

Generator safety tips

We work all year to make sure the power is there when you need it. If severe weather knocks out your power, please review these safety tips before using your portable or permanent generator.



- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home.
- Use properly sized extension cords in good condition.

Please visit nyseg.com/GeneratorSafety for more safety tips and to read and download our **Emergency Generator Safety** brochure.

Safety requires clear access to your meter

- Electric and gas meters and regulators should be kept clear of ice and snow 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 your meter reader has 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.
- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of potentially deadly carbon monoxide.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **800.572.1111**.

