



## We are here to help you

### We offer many convenient services and programs

#### Services and Programs

**Budget Billing:** Our Budget Billing service lets you spread your energy costs evenly over 12 months.

**Special Identification:** If everyone in your household (including you) is either blind or disabled, 18 years of age or under, or at least 62 years of age or older, contact us so we can code your account.

**Friendly Reminder:** Have a relative, friend or agency receive important information about your NYSEG account.

**Sight-Saver Bill:** Visually-impaired customers may request a large print bill free of charge.

**Life Support Customers:** If you or someone in your household relies on life-sustaining equipment, contact us immediately.

**Department of Social Services (DSS):** If your energy bills are paid by DSS voucher, you should monitor your energy use, DSS payments and amount due as DSS may not be paying the full amount owed, requiring you to pay the difference.

**Home Energy Assistance Program (HEAP)** grants provide utility payments to income-eligible customers from November until funds are exhausted.

Our **Energy Assistance Program (EAP)** is designed to help eligible customers gain control of their energy bills. You're automatically enrolled in EAP bill credits and continue participation when a HEAP benefit is applied to your NYSEG account each year. If you receive HEAP for service from another fuel company or receive other assistance such as SSI, SNAP or Medicaid, you can also apply for EAP bill credits.

**The Project SHARE Heating Fund** is designed to help income-eligible NYSEG customers as well as active members of the military and veterans within the NYSEG service area with energy bill emergencies. You must have active service to participate. For eligibility information, call the Project SHARE Heating Fund at **800.599.4327** or visit **heartshare.org**. Heart Share Human Services of New York administers the Project SHARE Heating Fund.

*Having difficulty paying your bills? Don't wait, please call us at **888.315.1755** so we can work on a solution together.*

#### Convenient Bill Payment Options

- **Enroll in our AutoPay service:** By visiting [nyseg.com](http://nyseg.com) or completing the form on the back of your bill payment stub. The amount due will be deducted from your bank account each month on your due date.
- **Go paper-free with our eBill service:** Save stamps, checks and paper. You can combine **AutoPay** and **eBill** to ensure you never miss a payment.
- **Make a secure one-time payment:** Make a secure payment from your checking account, credit or debit card anytime for free. Pay online at [nyseg.com](http://nyseg.com), from our **free Mobile App** or call our **Automated Phone System** at **800.600.2275**.
- **Make a payment in person:** Make a payment in person at one of our approved pay agents or walk-in offices — just have your payment stub handy. Visit [nyseg.com](http://nyseg.com) to find an approved pay agent near you.

#### Other Important Information

**Energy assistance:** Visit [nyseg.com/HelpWithBill](http://nyseg.com/HelpWithBill) for information on programs and assistance available to help with your energy bills.

**Understand and manage your energy usage:** We offer free tools and resources to help you manage your energy usage. Visit [nyseg.com/UnderstandYourUsage](http://nyseg.com/UnderstandYourUsage) to learn more.

**Smart energy:** Find energy efficiency tips and programs to help you save energy and save money. Learn more at [nyseg.com/EnergyEfficiencyPrograms](http://nyseg.com/EnergyEfficiencyPrograms).

**Even easier to manage your account:** Download our **free Mobile App** today at the App Store or get it on Google Play to view and pay your bill, report an outage and submit a meter reading.

#### How to Contact Us

**Natural gas odors or emergencies:** **800.572.1121** (24/7)

**Electricity interruptions or emergencies:** **800.572.1131** (24/7)

**Customer Service:** **800.572.1111**

**Payment arrangements:** **888.315.1755**

**Hearing and speech-impaired:** Dial **711** (New York Relay Service)

**Automated Phone System:** **800.600.2275**



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