

Understand and manage your monthly energy bill



Use less energy

Take control of your energy costs with our no-cost or low-cost **Energy Savings Tips**. Check out our **Smart Energy Programs** where you can find rebates and incentives to help lower your energy use and control your costs. Visit nyseg.com/EnergyEfficiencyPrograms to get started.



While we don't control the market supply price of energy, we do have resources that can help you control your costs. Visit nyseg.com/UnderstandYourUsage to learn more.

For a full list of programs visit nyseg.com/HelpWithBill.

Shop for supply

It's your choice! You can shop for your supply through an **Energy Services Company** (ESCO), or supplier, at any time. Go to nyseg.com/choice to view a list of current suppliers and some helpful questions to ask suppliers as you shop.



Manage your bill

We're here to help with resources and assistance to help you manage your monthly bills.

- With **Budget Billing** you can spread your energy costs evenly over 12 months and know what your bill will be in advance. We'll routinely review your account and adjust your monthly payment according to recent usage and energy prices.
- Are you – or someone you know having trouble managing energy bills? We have **Payment Plans** that can help. Simply log into **My Account** to view available payment plan options or contact us at **888.315.1755** so we can find a solution together.
- The **Home Energy Assistance Program (HEAP)** and **Emergency HEAP** are federal grant programs that help income-eligible households pay for energy bills, repairs and weatherization.
- Our **Energy Assistance Program (EAP)** helps eligible customers manage their energy bills through a monthly bill discount. You're automatically enrolled with a current HEAP benefit, and we've recently expanded eligibility criteria with a new application if you receive other assistance.
- **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.

Energy saving tips for cooler weather



- **Set the thermostat as low as comfort permits.** Each degree above 68°F can use 3% more energy.
- **Install a programmable or Wi-Fi thermostat** to automatically control your heating and save money by lowering the temperature when you're not home.
- If you use electric heat, consider **replacing it with a high-efficiency ductless mini split heat pump system**, which can lower electricity use by as much as 40%.
- **Clean or replace furnace filters** as recommended and **have your furnace burner checked and cleaned** annually by a contractor. A well cleaned and tuned heating system saves you money.
- **Install high-efficiency LED lighting.** LED lighting uses 90% less energy than standard incandescent bulbs and lasts up to 25 times longer.

More ways to save energy



- **Lighting:** Turn off lights whenever you leave a room or don't need them.
- **Dishwasher:** Use the air-drying option instead of heat drying. Or better yet, turn off the drying cycle, open the dishwasher and let the contents air dry.
- **Refrigerator:** Keep your refrigerator temperature setting just low enough to chill milk (38-40°F) and the freezer low enough to keep ice cream hard (around 5°F). Did you know that every time you open your refrigerator, approximately 30% of the cold air escapes?
- **Oven:** Instead of opening your oven door to check what's cooking, look through the window.
- **Small appliances:** Use advanced power strips to eliminate any "standby" power that many devices consume even when turned off.
- **Hot water:** Set your water heater at 120°F (many are preset at 140°F).

Take your energy savings a step further with a free or reduced cost energy audit. NYSERDA's EmPower New York program can help you save energy and improve comfort by scheduling a home energy audit that can identify improvement opportunities such as weatherization and free efficiency upgrades. See if you qualify by visiting nyseda.ny.gov/All-Programs/EmPower-New-York-Program.