



An Avangrid company

Request for Service and Third Party Notification

Please complete this form to apply for NYSEG service. To expedite this request, complete it online at nyseg.com/Moving or email this completed form to custserv@nyseg.com.

Completion of this form does not guarantee service. You may be required to provide additional information and/or pay a deposit. If you need to provide a deposit as a condition of service, we will notify you.

New Customer Name _____ Email _____
THIS EMAIL WILL ONLY BE USED TO CONTACT YOU REGARDING YOUR NYSEG SERVICE.

Service Address _____ Apt. _____ City _____ State _____ ZIP _____

Mailing Address _____ Apt. _____ City _____ State _____ ZIP _____
IF DIFFERENT FROM SERVICE ADDRESS

Home Phone _____ Cell/Other Phone _____

NYSEG requires two forms of verifiable identification: Social Security Number _____

Driver's License Number _____ and State _____ Other ID Type _____ and ID Number _____

Employed? Yes No If yes, where _____ Student? Yes No If yes, where _____

Student Permanent Home Address _____ City _____ State _____ ZIP _____
IF DIFFERENT FROM SERVICE AND MAILING ADDRESS

Other adult(s) authorized to discuss this account _____ Relationship _____

Any residents on life support devices or have a serious medical condition? If so, please detail. _____

Any special needs in the household? Blind, disabled or all residents 62 or older and/or under 18 Receiving Social Security or Public Assistance Ever

had service with NYSEG? If so, please provide your prior address or account number. _____

How long will you be needing service? _____ Date desired to start service _____
MONDAY-FRIDAY, NON-HOLIDAYS

Service requested: To expedite service, please provide meter readings below.

Electricity: Meter Number _____ Meter Reading _____ Date of Meter Reading _____

Natural Gas: Meter Number _____ Meter Reading _____ Date of Meter Reading _____

Monthly Billing and Payment Services (Optional, see pg. 2 for descriptions of these services. For payment terms and details, visit nyseg.com.)

Billing services: Budget Billing Customer Meter Reading (select preferred options): Phone Email Text Message

eBilling Enrollment: Email address (required) _____

AutoPay Enrollment: **YES**, I authorize NYSEG to make arrangements with the financial institution listed below to deduct my NYSEG payments, including any previous balance, from my checking account.

Name on Bank Account _____

9-Digit Routing Number _____ Bank Account Number _____

Third Party Notification Service (Optional, see page 2 for description.) Third Party Notification will only be mailed when both parties sign below.

I (NYSEG customer) request any notice of possible disconnection of **my NYSEG service** for nonpayment of bills also be mailed to:

Third Party Name _____ Relationship _____ Phone _____

Third Party Address _____ City _____ State _____ ZIP _____

I hereby certify the information provided on this application is accurate and correct to the best of my knowledge.

X _____
CUSTOMER SIGNATURE DATE

X _____
THIRD PARTY NOTIFICATION RECIPIENT SIGNATURE DATE

Request for Service and Third Party Notification

Monthly Billing and Meter Reading Services

- **Budget Billing:** Spread your energy costs evenly over 12 months. While there is no cost saving, **Budget Billing** helps you know what your payments will be in advance. We routinely review your account and adjust your monthly payment according to recent usage and energy prices. At the end of 12 months you may have a final “clean-up” payment or credit.
- **Interim Estimated Billing:** We read most meters every other month. On the months we don't read the meter, we send an estimated bill based on the amount of energy used for a similar period the previous year. Any difference between actual and estimated use is corrected with the next meter reading.
- **Customer Meter Reading:** Consider this service if you prefer to be billed for your actual energy use each month. When you provide a meter reading, we'll use your meter read to calculate your bill (unless we have read the meter or your read arrives early or late for billing). You can provide your readings:
 - Online at nyseg.com.
 - By phone using our **Automated Phone System** at **800.600.2275**.
 - Through our **Mobile App**. Text **APP** to **697348** to download the app after your account is established.

Free payment and service options*

- **eBill:** Enroll in **eBill** to receive new bill reminders through email, schedule convenient payments online and view up to 13 months of your **eBills**. To learn more visit nyseg.com.
- **Payments:** Make a payment online at nyseg.com or by calling **800.600.2275** and still receive your paper bill every month.
- **AutoPay:** Take the worry out of remembering to pay your bill. Provide us with your 9-digit routing number and your bank account number and have us automatically deduct your NYSEG payment from your checking account 23 days after we mail your bill.
- **Mobile App:** Text **APP** to **697348** or search NYSEG in the App Store or Google Play Store.
- **Pay in Person:** Bring your payment to an approved pay agent location or use a drop box at one of our office locations. Visit nyseg.com/PayinPerson for locations.
- **Pay by Mail:** NYSEG, P.O. Box 847812, Boston, MA 02284-7812

*For payment terms and details, visit nyseg.com.

Third Party Notification

- **As the NYSEG customer of record:** If circumstances make it difficult for you to keep track of your NYSEG account, you can designate a friend, relative, or other third party to receive a notice from us whenever your service is at risk of being terminated.
- **As an owner or agent of rental property:** If you are concerned about a tenant's potential termination of service, you may wish to ask your tenant to enroll in our Third Party Notification service, naming you as a third party contact.
- **When named as a Third Party contact:** You, the third party, would receive a copy of any reminder or termination notice sent to the NYSEG customer of record. You would not be financially obligated for the account.

Residential Security Deposits

A security deposit is customer's money held by NYSEG as a security for payment of unpaid bills. The Public Service Law authorizes utilities to collect deposits as a condition of providing electricity and/or natural gas service to customers.

The deposit amount may not exceed two times the average monthly bill for a calendar year, except in the case of electricity or natural gas space heating customers, where deposits may not exceed two times the average monthly bill for the heating season.

A deposit may be required from anyone considered a short-term customer, i.e., a person requiring service for less than one year. Simple interest at a rate specified by the Public Service Commission is calculated annually and appears as a credit on the bill. Deposits (plus interest) are refunded or credited to customers who have paid their bills in full and on time for one year.

If you have questions about a security deposit, contact us. Security Deposit rules and regulations can be reviewed at any NYSEG customer service office during regular business hours.

Electricity and Natural Gas Supply Choices

NYSEG electricity and natural gas customers can choose to purchase their energy supply from NYSEG or a supplier other than NYSEG (also known as an energy services company or ESCO). With any supplier you choose, NYSEG will continue to deliver your energy safely and reliably. Visit nyseg.com/Choice to learn more.

For more information or to learn about other services, visit nyseg.com or call **800.572.1111**.

Please email a copy of this completed form to custserv@nyseg.com or mail to P.O. Box 5240, Binghamton, NY 13902-5240. If you have additional questions, please contact us at nyseg.com/ContactUs or call **800.572.1111** (Monday through Friday, 7 a.m. to 7 p.m.).