



An AVANGRID Company

EnergyLines

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

Take comfort in these smart solutions

We can't control the weather or the market price of energy supply, but we can help you manage your energy bill with our various programs and services, including:

- **Energy-Saving Products.** Visit our online store at nysegsmartsolutions.com for great deals and instant rebates on energy-saving products and services 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.



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

Help is available

If you're having trouble managing your energy bills, you're not alone.

- **Home Energy Assistance Program (HEAP)** helps income-eligible households pay for energy bills, weatherization and repairs. The program is 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. Plus, if you're enrolled in **EAP** by December 31, 2022, you'll automatically qualify and receive a one-time **Electric and Gas Bill Relief Program** bill credit to reduce your past-due balance for service billed through May 1, 2022. Visit nyseg.com/EAPapply to see if you qualify today.
- **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.

To view a complete list of programs and services, please visit nyseg.com/HelpWithBill.



There is still time for you to make a difference!

Your **eBill** signup can help end hunger in our communities. For every **eBill** signup we receive in November and December, we'll donate \$1.00, up to \$2,500 per organization, to: Food Bank of Central New York, Food Bank of the Southern Tier, Regional Food Bank of Northeastern New York and FeedMore WNY.

Go to nyseg.com/eBill to sign up today.

Help us reach our goal. Sign up for eBill today at nyseg.com/eBill.



Give yourself the gift of convenience

During the busy holiday season take a minute to download our FREE Mobile App and enjoy the convenience of accessing your account at your fingertips, anytime, anywhere.

- Log into the app using Secure Touch or Face ID™
- You don't have to remember your account number
- Report an outage
- View and pay your bill in just a few clicks



Scan here to get our free app!

Don't have a smartphone?

You can still access your online account by visiting nyseg.com/MyAccount to sign up now.

Get ready for smart meters

Smart meters offer greater convenience, more control, and expanded choice in understanding and managing your energy use. When your smart meter is installed, you will have new energy management tools at your fingertips, so you can better understand your energy use and take steps to help manage your monthly energy bills.



To take advantage of these great tools and get ready for your smart meter installation, make sure your contact information is up to date. It's easy! Just visit nyseg.com/MyAccount and sign into your account to make any needed updates.

Winter meter safety tips

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

For more information, please visit our safety section at nyseg.com.

Natural gas piping safety notice

Corrugated Stainless Steel Tubing (CSST) is a yellow flexible pipe used to provide natural gas to many homes and businesses. If you live or work in a structure built between 1990 and 2006, or if gas line work was performed on your building during that period, be aware of possible safety hazards associated with CSST.

Some 500,000 new homes in the United States have CSST installed each year. Since regulations directing how pipes are bonded and grounded were not adopted until 2006, you should have your piping system inspected by a licensed electrician.

If the CSST was improperly installed and lightning strikes the structure, the traveling lightning could cause a natural gas leak or possibly a fire. If your system isn't in compliance, a professional can help you take steps to protect your home or business.

