



An AVANGRID Company

# EnergyLines

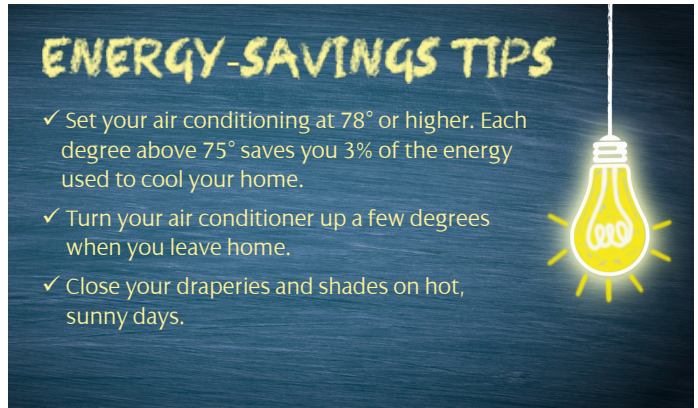
Manage your account anytime, anywhere with our [new Mobile App!](#)

## Energy summer school: How to save on your bill

Learning to save energy and manage your electric bills while staying cool and comfortable are the lessons for this summer. You're sure to get an "A" when you try our summer energy-savings tips and check out our free programs and services such as:

- **Energy-Savings Products.** Our online store, NYSEG Smart Solutions, is loaded with energy-saving products including smart thermostats, LEDs and more, with exclusive, instant rebates available on many products – just for **NYSEG** customers! Shop today at [nysegsmartsolutions.com](http://nysegsmartsolutions.com).
- **Smart Energy Programs.** Our Smart Energy programs make it easy for you to reduce your energy use at home and at your business. Visit [nyseg.com/EnergyEfficiencyPrograms](http://nyseg.com/EnergyEfficiencyPrograms) to see our lineup of programs and services.
- **Meter Read Reminder Alerts.** Consider providing a meter reading on the months we estimate so you're billed for your actual energy use. It's easy when you receive a convenient reminder with Meter Read Reminder Alerts. Learn how to read your meter by watching our video at [nyseg.com](http://nyseg.com). Sign up today at [nyseg.com/alerts](http://nyseg.com/alerts).
- You can manage the ups and downs of seasonal changes in your energy bill when you sign up for our **FREE Budget Billing** service. Sign up today by using our **Mobile App**, logging into your account at [nyseg.com](http://nyseg.com), or calling our automated services line at **800.600.2275** (select option 2 for Billing and Payments).

Need extra help? We have payment plans and assistance programs to help if you are having difficulty managing your energy bills. Please visit [nyseg.com/HelpWithBill](http://nyseg.com/HelpWithBill) for more information.



## Your service, your way

Have you signed up for MyAccount yet? MyAccount allows you to easily manage and customize your account by updating your billing, payment and alert preferences, all in one place.

You can:

- Access your information 24 hours a day
- View and pay your bill securely
- Sign up for **eBill**, **AutoPay** and more
- Find ways to save on energy costs
- Use your account login to set up our free **Mobile App**
- Manage **Outage Alerts**

Visit [nyseg.com/MyAccount](http://nyseg.com/MyAccount) and get started today!



*With MyAccount, you can manage your account on any device – tablet, computer or phone – anywhere, anytime – it's so easy!*

# BEFORE THE STORM Be Prepared

Preparation makes life easier.

If a severe storm is in the forecast, consider these suggestions:



**FULLY CHARGE**  
mobile devices, tablets  
and portable chargers.



**KEEP FLASHLIGHTS,**  
a battery-powered radio  
and fresh batteries handy.



**FILL CONTAINERS** with  
drinking water and keep a  
three-day supply of  
non-perishable food.



Sign up for FREE **Outage Alerts** at [nyseg.com/alerts](https://nyseg.com/alerts). Once you are signed up, you can text **STATUS** to **697348** for instant updates.

## Utility emergency training for First Responders

Your safety and the safety of all the communities we serve is our first priority. We keep our first responders safe when they answer calls for electric and gas emergencies by offering FREE training to fire departments, law enforcement, public works, contractors and community officials.

All training identifies the responsibilities, hazards, precautions, safety zones, and the role of each agency, and how to integrate and coordinate each agency's response effectively and safely.



*In 2021, we trained more than 800 fire department members across New York state in person.*

## Be safe: Pipeline markers show the way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.



Because many lines are not marked, it is critical that you contact **UDig New York** at **811** prior to any excavation.

## Safe digging is no accident

Whether you're a contractor or homeowner doing an outdoor project, having underground facilities marked is essential to protect yourself from injury and prevent damage to underground utility lines.

It's free and easy — simply call **UDig New York** at **811**, or use their online form at [udignity.org](https://udignity.org), between two and 10 working days before starting your project.

All utilities will then mark the underground facilities in and near the work zone.

