



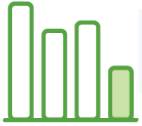
An AVANGRID Company

EnergyLines

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

Take charge of your energy bill

Did you know you can manage your energy use just by looking at the information on your bill? We've highlighted some useful information you can find right on your bill to take charge of your monthly energy costs.



Historical Use Charts. Find your energy usage history on page 4 of your bill, and then visit nyseg.com/EnergyEfficiencyPrograms to explore our energy efficiency tips and programs that can help you reduce your energy use. You can also get great deals on energy-efficient products at [NYSEGSmartSolutions.com](https://nyseg.com/SmartSolutions). Or spread out those seasonal fluctuations by signing up for **Budget Billing**.



Supply Charges. Review your supply charges on page 3. Did you know you have a choice of energy suppliers? Visit nyseg.com/choice to shop for a competitive price today.



Help With Bill. If you're having trouble paying your bill, we are here to help with payment plans and assistance programs. Visit nyseg.com/HelpWithBill to learn more.



Learn More. For more tips that can help you understand and manage your energy bill, visit nyseg.com/UnderstandYourUsage.

Put your bill on autopilot with AutoPay

You have many things to think about each day, paying your energy bill doesn't have to be one of them.

With **AutoPay**, your energy bill is paid on time, every time. That gives you one less thing to think or worry about.

- It's safe, secure, and convenient
- You set a payment schedule that's best for you
- You choose the account you pay from



Setup **AutoPay** now by scanning here:

Don't have a smartphone?
Go to nyseg.com/AutoPay
to get started today.



Smart meters are coming soon!



We're dedicated to meeting your energy needs. The installation of smart meters will provide you more convenience, control and expanded choice in understanding and managing your energy use including:

No more estimated bills. Smart meters automatically transmit usage data, so the need for bill estimates, onsite visits and customer reads is greatly reduced.

Faster outage response. Smart meters help us pinpoint and respond to outages more quickly.

Tools to better manage and understand your energy use. View your detailed energy use down to the hour and personalized recommendations to save energy.

Makes moving even easier. With faster access to your electricity service when you need it and stopping service when you don't.

Interested in learning more? View our online resources including frequently asked questions and when we'll be in your area at nyseg.com/SmartMeters.

Simple Savings Tips

As the days get shorter and temperatures get cooler, we may use more energy by having the lights on longer and adjusting the thermostat to keep warm. Here are some easy actions you can take to decrease your energy use.

- Visit our online store at nysegsmartsolutions.com for great deals and rebates on energy-saving products.
- Install a smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to LEDs.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.

Find more energy-savings tips by visiting nyseg.com/UnderstandYourUsage.

Safety tips: Carbon monoxide

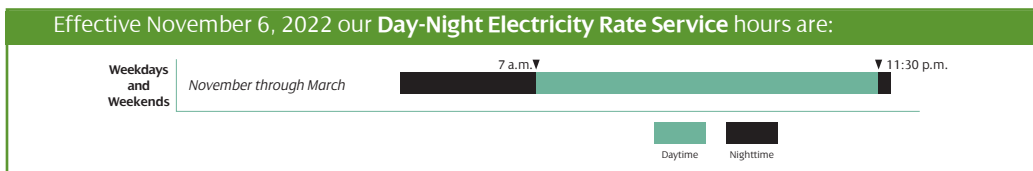
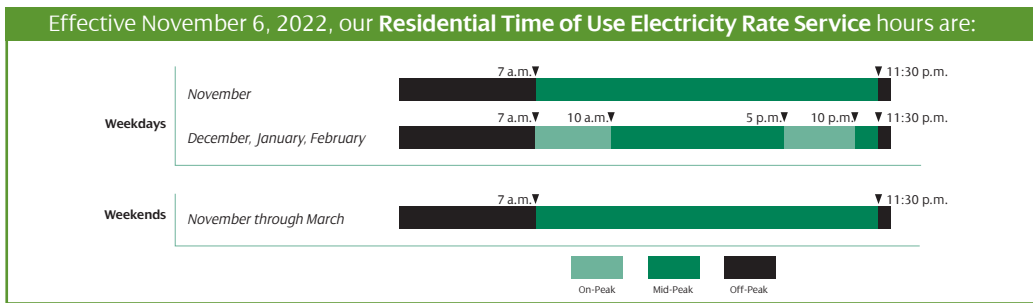
- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion and carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.

If you suspect a carbon monoxide problem, get up, get out and get away! Then call us immediately at **1.800.572.1121** or **911** from a safe location.

We'll respond quickly to make sure you and your family are safe.

Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 6. If you're a **Time-of-Use** or **Day-Night electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your NYSEG electricity meter.



The clocks in our Day-Night and Time-of-Use meters remain on EST all year long. Learn more by visiting nyseg.com.

