



An AVANGRID Company

# EnergyLines

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

## Helping you manage your energy bill

Your monthly bill is affected by the price of energy and the amount of energy you use. We can help you understand and manage your energy use with free 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 instant rebates available on many products. Shop today at [nysegsmartsolutions.com](#). We also have other rebates available – take a look at the enclosed insert and visit [nyseg.com/EnergyEfficiencyPrograms](#).
- **Budget Billing.** Avoid seasonal ups and downs by spreading your energy costs across 12 months. Sign up by using our [Mobile App](#), visiting [nyseg.com](#), or calling our automated line at [800.600.2275](#) (select option 2 for Billing and Payments).
- **Meter Read Alerts.** To always be billed based on your actual energy use, consider reading the meter on the months we don't. Sign up at [nyseg.com/alerts](#) to receive [Meter Read Alerts](#) by phone, email or text message.
- **Assistance Programs.** We have payment plans and assistance programs available to help qualifying customers. For more information, please see the other side of this insert or visit [nyseg.com/HelpWithBill](#).
- **Supply Choice.** Our supply cost varies according to market prices and we pass through that cost without profit. You can also shop for an alternate supplier by visiting [nyseg.com/choice](#).



## There are plenty of reasons to sign up for eBill

Here are just a few:



### No more stamps.

View and pay your bill online with just a few clicks. No more stamps or envelopes.



### eBill is fast and secure.

No worrying that your paper check will get delayed or lost in the mail.



### eBill is convenient.

Pay your bill in seconds from the comfort of your couch. And right from your phone with our FREE [Mobile App](#).



### It's good for the planet.

Print only what you need. What can be better than that?

Sign up for eBill today at [nyseg.com](#), or on our [Mobile App](#).

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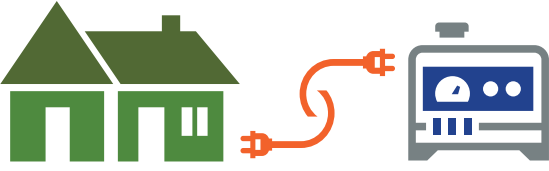
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## Generator safety tips

We work all year to make sure the power is there when you need it. When severe weather knocks out your power, please review these safety tips before using your portable or permanent generator.



- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home.
- Use properly sized extension cords in good condition.

Please visit [nyseg.com](https://www.nyseg.com) for more generator safety tips and to download our **Emergency Generator Safety** brochure.

## Safety requires clear access to your meter

- Electric and gas meters and regulators should be kept clear of ice and snow 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 your meter reader has 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**.



## Assistance program funds are available

If you're having difficulty managing your energy bills, there are free programs and services available to help you get caught up and manage your energy costs. Below are just a few of the programs designed to help.

- 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.
- The **HEAP Regular Arrears Supplement (RAS)\*** benefit is available to help HEAP-eligible households who have fallen behind on their utility bills during the COVID-19 pandemic, but do not qualify for the utility assistance offered by New York's Emergency Rental Assistance Program.
- Our **Energy Assistance Program (EAP)** helps eligible customers manage their energy bills through two levels of assistance: **Monthly Bill Credit** and **Limited Benefit Arrears Forgiveness**.
- **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](https://www.heartshare.org).

\*Your county's Department of Social Services is currently accepting applications for all HEAP programs. Please visit [mybenefits.ny.gov](https://www.mybenefits.ny.gov) to apply or learn more.

## 2021-2022 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,729
2	\$3,569
3	\$4,409
4	\$5,249
5	\$6,088
6	\$6,928
7	\$7,086
8	\$7,243
9	\$7,401
10	\$7,558
11	\$7,715
12	\$7,873
13	\$8,420
Each Additional	+ \$568