



An AVANGRID Company

EnergyLines

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

An app you'll actually use – and love!

When you download – and use – our FREE [Mobile App](#), accessing your NYSEG account information is easy and right at your fingertips.

With our [Mobile App](#) you can:

- [View and pay](#) your bill online (no waiting for the mail or paying for postage)
- Enroll in [Budget Billing](#)
- [Report an outage](#) and stay informed
- Set up [AutoPay](#) so your payments are made on time (mailing could take 5 days!)

Text [APP](#) to [697348](#) and we'll send you a link to download our app quickly and easily.



Your power, your way!

We've made it easier for you to customize your account. You can update your billing, payment and alerts preferences all in one place. Log in to My Account at [nyseg.com](#) and select the Preferences tab to try it now!

eBill for ease and convenience

With [eBill](#):

- Get your bill instantly and securely - no waiting for the mail
- All your account information is at your fingertips
- Print only what you need

Sign up for [eBill](#) today by visiting [nyseg.com](#) or using our FREE [Mobile App](#).

New! Know when your payment has posted

If you'd like a text notification when your payment has posted to your account, simply text [REG](#) to [697348](#) to sign up for our [Payment Alerts](#).

Stay informed with Outage Alerts

Our FREE [Outage Alerts](#) will keep you informed if the power goes out. You will know:

- Outage information by text, email, phone, or all three!
- The latest information about your power outage. Simply text [STATUS](#) to [697348](#) for an update.
- An estimated time of when your power will be restored so you can plan.

Sign up for [Outage Alerts](#) by visiting [nyseg.com](#) or using our FREE [Mobile App](#).



Managing your energy bill is easy

Our free and convenient services and tools make managing your bill easy.

1. **Powerful savings.** Our online store, **NYSEG Smart Solutions**, is loaded with instant rebates, and Black Friday and Cyber Monday deals on a variety of great energy-saving products including LED lighting, smart thermostats, smart home products and more. Shop these great deals when you visit nysegsmartsolutions.com.
2. **Help with your bill.** If you are facing challenges with your bill, we can help. Please call us at **888.315.1755** to talk with us about our affordable payment plans to help you get caught up and manage your bill. Federal programs are also available including **Home Energy Assistance Program (HEAP)** and **HEAP Regular Arrears Supplement Benefit**. Both programs are open and accepting applications. Funding is also available through **New York's Emergency Rental Assistance Program**. Please visit nyseg.com/HelpWithBill for a complete list of programs and services.

3. **Budget Billing** bases your bill on your average monthly energy usage over the past year, so you pay the same amount each month. No surprises! Enroll today using our **Mobile App**, visiting nyseg.com, or by calling our self-service line at **800.600.2275** (press option 2).
4. **Supply prices.** Manage the price you pay for the supply portion of your energy bill by shopping for your energy supplier. You have a choice of energy suppliers and may select a supplier and price that works for you. Visit the Choose a Supplier section at nyseg.com.

How is my electricity generated?

Your electricity supplier is required by the New York State Public Service Commission (PSC) to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

The most recent data – in this case for calendar year 2019 – is provided by the PSC and the New York State Energy Research and Development Authority (NYSERDA).

- If you receive your electricity supply from us, your environmental disclosure information is provided in the chart located at the right and on our website at nyseg.com.
- If you receive your electricity supply from a supplier other than us and your supplier's charges are included in your **NYSEG** bill, your supplier's environmental disclosure is published periodically as a separate bill insert with your **NYSEG** bill.
- If you buy electricity from a supplier other than **NYSEG**, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.

For more information on environmental disclosure, please contact the PSC at **888.Ask.PSC1 (888.275.7721)** or NYSERDA at **866.NYSERDA (866.697.3732)**.

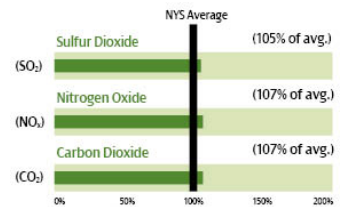
Fuel Sources Used to Generate Your Electricity

- January 2019 through December 2019
- Actual total may vary slightly from 100% due to rounding

| | |
|------------------|--------------|
| Biomass | Less than 1% |
| Coal | 3% |
| Hydroelectric | 13% |
| Natural Gas | 41% |
| Nuclear | 37% |
| Oil | Less than 1% |
| Renewable Biogas | Less than 1% |
| Solar | Less than 1% |
| Solid Waste | 2% |
| Wind | 2% |
| Total | 100% |

Air Emissions Relative to the New York State Average

- January 2019 through December 2019



Power On: Innovative solution helps provide backup power

Every day we invest in the electricity system and make improvements and enhancements so the power you depend on is there when you need it.

Our pilot energy storage project, the Java Microgrid Project, is one of the first of its kind in New York State and will serve our customers in the Java, NY area in the spring of 2022.

The substation in Java was identified for the pilot project because it has a single transformer and a single transmission line therefore lacks backup should an outage occur. This new energy storage facility will provide backup power for up to 8 hours, so we can continue serving our customers when we need to make repairs to the system.



Java Microgrid Project