



An AVANGRID Company

EnergyLines

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

We can help you manage your energy bill

With our free and convenient services and tools, managing your energy bill is easy as 1, 2, 3 – and 4!

1. **Powerful Savings.** We have energy efficiency solutions including savings on LED bulbs, smart thermostats and other great products at our online store; cash back for recycling your old fridge; rebates on heat pumps and other heating equipment; and more. Visit yourenergynyseg.com today!
2. **Help With Your Bill.** You'll find a complete list of our assistance programs when you visit the **Help With Bill** section of our website at nyseg.com. We have many services designed to meet the variety of needs for you and your family. **Home Energy Assistance Program (HEAP)**, a federal grant program, opened November 2, 2020.
3. **No Surprises.** Lock in your bill with **Budget Billing** and pay the same amount each month. **Budget Billing** bases your bill on your average monthly energy usage over the past year. It's a great way to manage your budget! Enroll today using our new **Mobile App**, visiting nyseg.com, or by calling our automated line at **800.600.2275** (press option 2). It's easy, convenient and available 24/7!
4. **Supply Price Options.** Manage the price you pay for the supply portion of your energy bill by shopping for your energy supplier. You may be able to find a supplier with a lower price than what you're currently paying. For more information, visit the Choose a Supplier section at nyseg.com.



With Outage Alerts, you'll know



We are continuously working to improve our electricity delivery system so we can deliver power to you through even the most severe weather.

When a powerful storm strikes, we offer tools to keep you informed, so you can plan. You'll know if you have time for a board game or puzzle before the lights come back on!

Join the thousands of customers who are in the know with **Outage Alerts**.

- Receive an alert if the power goes out. You choose how you want to receive your alert; by text, email, phone, or all three.
- Easily report an outage by texting **OUT** to **697-348**.
- Check the status of an outage anytime from anywhere by simply texting **STATUS** to **697-348**.
- You'll get an alert confirming power has been restored.

With **Outage Alerts**, you will get the information you need, your way, so you can be ready for any storm. Visit nyseg.com to enroll today.

For convenience, ease and safety, give eBill a try today

When you sign up for **eBill**, our FREE online billing service, you'll receive the same information as your paper bill, plus a whole lot more. And you can access this information from the comfort and security of your home.

With eBill you can:

- View, pay and store your bills online
- Access 13 months of bills and print only what you need



Add **AutoPay** and your bill will be paid automatically, securely and on time every month.



Sign up online or use our **Mobile App**. It's easy, convenient and available 24/7!



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 2018 – 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 NYSEDA at **866.NYSEDA (866.697.3732)**.

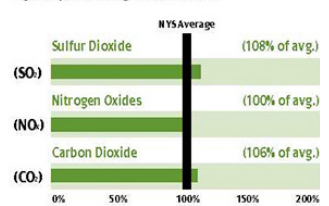
Fuel Sources Used to Generate Your Electricity

- January 2018 through December 2018
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	4%
Hydroelectric	15%
Natural Gas	41%
Nuclear	35%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	Less than 1%
Solid Waste	2%
Wind	3%
Total	100%

Air Emissions Relative to the New York State Average

- January 2018 through December 2018

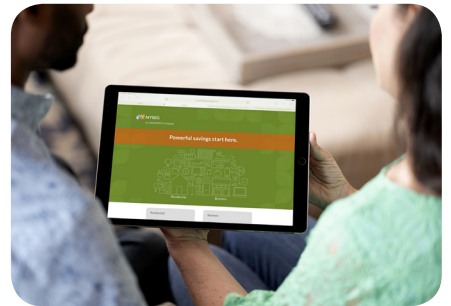


Shop for instant savings at our online store

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.

When you install energy-savings products in your home or business, you also save on your monthly energy bill.

Shop these great deals when you visit nysegsmartsolutions.com.



Heat pumps keep your home temperature — and energy costs — just right!

Are you using oil, propane, or electric resistance to heat your home or water? Do you want a more efficient way to heat and cool your home? Consider clean heat pump technology.

Heat pumps will help you find the perfect balance of comfort and savings all year round, while reducing your carbon footprint. These all-in-one heating and air conditioning systems optimize the temperature throughout your home to use less energy.

If you're thinking about purchasing a heat pump, we have rebates available on qualifying equipment. Visit nyseg.com/heatpumps to see how heat pumps compare to other heating and cooling equipment, and our full list of rebates.