

EnergyLines

Manage your account easily at nyseg.com/MyAccount



It's okay to ask for help – we're here for you

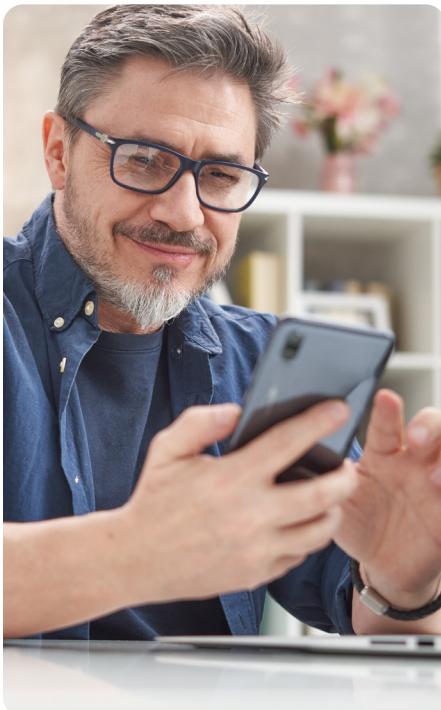
If you're struggling to manage your energy bill, we can help make things a little easier for you with these helpful programs:

- The **Home Energy Assistance Program (HEAP)** and **Emergency HEAP** provide federal grant money to qualified customers to help pay their heating costs. Visit otda.ny.gov/heap for current availability and mybenefits.ny.gov to apply.
- Our **Energy Assistance Program (EAP)** offers a monthly discount on your energy bill. If you receive state assistance, you may qualify.
- **NYSERDA's EmPower+** offers no cost energy efficiency solutions to income-eligible New Yorkers, whether you rent or own.

Visit nyseg.com/HelpWithBill to learn more about these programs and our full offering of available resources.

2025-2026 Income Eligibility Guidelines for HEAP

Household Size	Annual Income (gross)
1	\$41,685
2	\$54,512
3	\$67,338
4	\$80,165
5	\$92,991
6	\$105,817
7	\$108,222
8	\$110,627
9	\$113,032
10	\$115,437
11	\$117,842
12	\$120,247
13	\$122,652
Each Additional	+\$8,250



Smart energy use starts here

Understanding your energy use is the first step toward lowering your energy use. That's why we created Energy Manager and Usage Alerts, free tools designed to put you in control of your energy habits.

- **Energy Manager** gives you a detailed view of how and when you use energy. With easy-to-read graphs and comparisons to similar homes, you can spot patterns and make informed decisions.
- **Usage Alerts** provide automatic updates so you can make changes before your bill arrives. Get weekly usage updates, set a monthly target to avoid surprises, and receive an alert when your daily usage suddenly changes.

Together, Energy Manager and Usage Alerts give you the insight and control to manage your energy use. Whether you're making adjustments or tracking what's working, these tools put you in charge of your energy use.

Visit nyseg.com/MyAccount to start using both today.

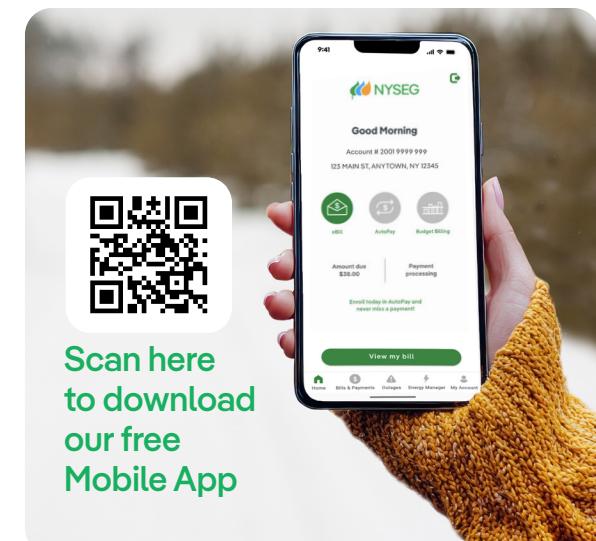
Tap into a great new year with our Mobile App

Whether you're setting goals or simplifying routines, our Mobile App will help you stay ahead in 2026. Tap, solve, done.

Our free Mobile App features:

- Pay your bill in just a few clicks.
- Sign up for eBill to reduce paper waste – less paper to file away in 2026!
- Enroll in AutoPay so your payments are made automatically, securely and on time every time.

Start the year off strong and download our free Mobile App today. Text **APP** to **697348** and we'll send you a link to download the app.



Powering New York: See what's happening in your county

Big changes are coming to New York's electric system. Through the Powering New York program, we're upgrading transmission lines to make your power more reliable and ready for the future.



Curious about what's happening near you? Check out our Interactive Project Map to see the work in your area at PoweringNewYork.com/Municipalities.

These improvements will help keep the lights on, strengthen the network, and support New York's clean energy goals. We're investing in these upgrades for you, our valued customers and communities.

Generator safety tips

If 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 your 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/GeneratorSafety to read and download our **Emergency Generator Safety** brochure.

Winter safety tips

- Electric and natural 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 we have clear and safe access.
- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of carbon monoxide.
- If your meter becomes encased in ice, or begins to make an unusual noise, please call us at **800.572.1111**.

