

# EnergyLines

Manage your account easily at [nyseg.com/MyAccount](https://nyseg.com/MyAccount)



## New bill assistance program available – see if you’re eligible

If keeping up with your energy bill has been tough, we’re here to make getting support a little easier. More households now qualify for monthly bill credits through our Enhanced Energy Affordability Program (EEAP).

- If you’re approved, we’ll calculate your credit and automatically apply it to your bill.
- The program is for moderate income customers who don’t qualify for or aren’t enrolled in EAP.
- Enrollment lasts for 18 months once you’re accepted.

EEAP is a two-year pilot program, so eligibility rules and enrollment periods may change. Find out if you qualify at [nyseg.com/EEAP](https://nyseg.com/EEAP).



## Stay informed and in control

Take charge of your energy use with these two easy tools designed to keep you informed and manage costs.



**Energy Manager.** View your energy use with hourly data,\* see where you’re using the most energy, and get personalized tips to help you manage your energy use. Log into your online account at [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to explore Energy Manager today.

\*Smart meter required.



**Usage Alerts.\*** Get weekly updates, set monthly targets and receive an alert if your use changes unexpectedly or goes over your goal. Sign in to your online account at [nyseg.com/MyAccount](https://nyseg.com/MyAccount) and go to “Manage your preferences” to explore Usage Alerts.

## Your account, your way, with our Mobile App

Whether you’re out enjoying the warmer weather or tackling your spring to do list, our free Mobile App keeps your NYSEG account just a tap away. With the app, you can:

- View and pay your bill in just a few taps.
- Stay informed if there’s a power outage.
- Sign up for Budget Billing.
- Sign up for AutoPay and eBill.

Download the app by searching NYSEG in the App Store or Google Play, or text **APP** to **697348** for a direct download link.

# Smart Savings Rewards for you and for your community

Enroll in our **Smart Savings Rewards program\*** and get a **\$70 MasterCard e-gift** card plus the chance to earn a **\$20 credit** on your electricity bill.

Once you enroll, we'll adjust your thermostat during times when summer electricity demand is at its highest. It's just a few degrees, but you'll earn a \$20 credit on your electricity bill for participating in at least one full event during the program season. Events typically last 1-4 hours.

Get more information and see if you qualify at [SmartSavingsRewards.com](https://SmartSavingsRewards.com).

\*To enroll, you must be a NYSEG electricity customer with an eligible thermostat connected to a central air conditioning system.

## How is my electricity supply 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 (calendar year 2024) 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 to the right and at [nyseg.com/EnvDisc](https://nyseg.com/EnvDisc).
- 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 information is posted at [nyseg.com/EnvDisc](https://nyseg.com/EnvDisc).
- 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, please contact the PSC at **888.ASK.PSCI (888.275.7721)** or NYSEERDA at **866.NYSERDA (866.697.3732)**.

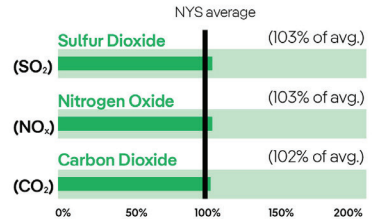
## Fuel sources used to generate your electricity supply

- January 2024 through December 2024
- Actual total may vary slightly from 100% due to rounding

BAT	Less than 1%
Biomass	Less than 1%
Coal	2%
Hydroelectric	6%
Natural gas	57%
Nuclear	24%
Oil	Less than 1%
Renewable biogas	Less than 1%
Solar	7%
Solid waste	2%
Wind	Less than 1%
Total	100%

## Air emissions relative to the New York state average

- January 2024 through December 2024



## Recognizing a natural gas odor, and what to do

Natural gas is colorless and odorless. For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added so that you'll recognize it quickly. If you think you smell natural gas...



- **Get up, get out and get away! Then call us immediately at 1.800.572.1121** or call **911** from a safe location. We'll respond quickly to make sure you and your family are safe.
- **Do not** smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas.
- **Do not** assume someone else will report the condition.
- **Do** provide the exact location, including cross streets.
- **Do** let us know if you notice sewer construction or digging activities in the area.

For more information about natural gas safety, visit [nyseg.com](https://nyseg.com).