



## Simple tools to save you time for summer fun

Managing your account is easy with our digital tools — pay your bill, stay organized and access your account on your schedule.

- Go paperless with eBill. Get your bill online and view statements anytime. Sign up at [nyseg.com/MyAccount](https://nyseg.com/MyAccount).
- Pay on time every month and avoid late fees by using AutoPay. Sign up at [nyseg.com/MyAccount](https://nyseg.com/MyAccount).
- Manage it all with our Mobile App. Text **App** to **697348** to have a download link sent to your phone.

Less hassle. More convenience.

## Don't sweat your energy use

Summer is here and so is the heat. As temperatures rise, so can your energy use — especially when cooling your home. We have tools, tips and programs to help you stay informed and manage your energy use this summer.



### Usage Alerts

Get weekly updates, set monthly targets and receive an alert if your use changes unexpectedly or goes over your goal. Visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) and select “Manage Account” then “Preferences” to sign up for Usage Alerts.



### Energy Manager

Energy Manager is a free, easy-to-use tool that helps you understand how and when you use energy. Whether you're running your air conditioner or powering other summer appliances, it gives insights into your energy habits. Visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to try Energy Manager.



### Summer energy saving tips

Small changes can make a big difference during hotter months. Visit our [nyseg.com/SummerTips](https://nyseg.com/SummerTips) for low- and no-cost tips to reduce your energy use and stay comfortable.

Visit [nyseg.com/WeatherProtections](https://nyseg.com/WeatherProtections) for available protections when the heat index is forecasted for 90°F or above.

# Substation upgrades begin in Ithaca

We're upgrading our Cayuga Heights substation in Ithaca on North Triphammer Road that serves more than 5,000 customers. A new 34.5 kV capacitor bank will help deliver power more reliably and strengthen service across the community.

This project is part of our broader work to modernize the grid in Ithaca and beyond. Through our proposed \$16 billion Powering NY rate proposal, we'll upgrade aging infrastructure to improve reliability, efficiency and resilience for our customers.

This modernization began with our 2023 rate plan, but there's more work to be done. Upgraded infrastructure can help minimize outages, meet growing demand and strengthen the grid with smarter technology to support New York's energy goals.



## From fallen trees to fresh beginnings

A group of our volunteers in Western New York partnered with the Buffalo Audubon Society to create ADA-compliant picnic tables which complement their trails. They also removed a fallen tree to help beautify the grounds and helped clear an area for their new nature playscape.

We're proud to help support this great organization's ongoing conservation efforts.



## Be safe: Pipeline markers show the way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number.

Markers only indicate a pipeline's general location and cannot be relied upon to indicate their exact position. Because many lines are not marked, you must contact UDig New York at **811** or [udignity.org](https://www.udignity.org) before you start to dig. It's free, it's easy and it's the law.



## What is an Excess Flow Valve?

In rare cases, careless excavation work can damage the natural gas lines that serve you. For added protection, installing an Excess Flow Valve (EFV) can shut off the flow of natural gas automatically if the line is damaged or broken.

EFVs are not designed to shut off the flow of natural gas for low volume leaks or a faulty appliance. EFVs are only for services with an operating pressure greater than 10 pounds per square inch and a total service load of 1,000 standard cubic feet or less.

For more information on installation requirements and costs, visit [nyseg.com/EFV](https://www.nyseg.com/EFV).

