

Assistance programs designed with you in mind



Need a hand with managing energy costs? We have programs to help you.

Energy Assistance Program (EAP):

- What is it: Monthly discount on your energy bill.
- Who qualifies: Customers already receiving state assistance benefits.
- How do I apply: Go to nyseg.com/EAP to view qualifications and download the application.

Enhanced Energy Affordability Program (EEAP):

- What is it: Monthly credit applied directly to your energy bill.
- Who qualifies: Moderate-income households who don't fit EAP requirements.
- How to apply: Apply at nyseg.com/EEAP.

Visit nyseg.com/HelpWithBill for more ways to help manage energy costs.

Get smart about energy use with Energy Manager

Ever wonder what you use the most energy on? Energy Manager shows you a breakdown of:

- Your energy use hour by hour*.
- How you use energy (heating, lighting, hot water).
- Personalized energy-saving tips.

Log in at nyseg.com/MyAccount to explore Energy Manager.

For those rare hot fall days, visit nyseg.com/WeatherProtections for available protections when the heat index is forecasted for 90°F or above.

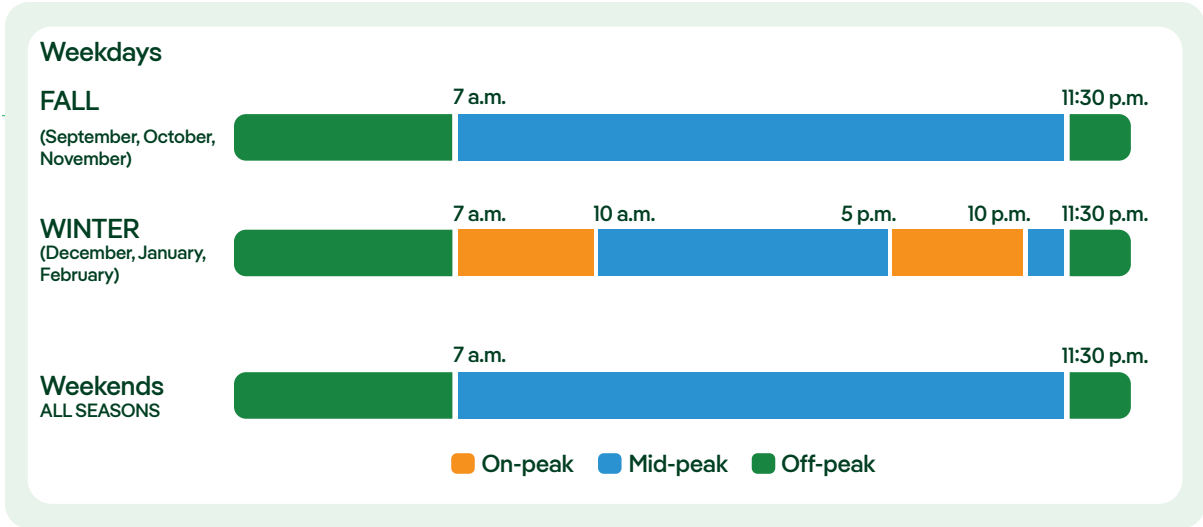
* Available only to customers with smart meters.



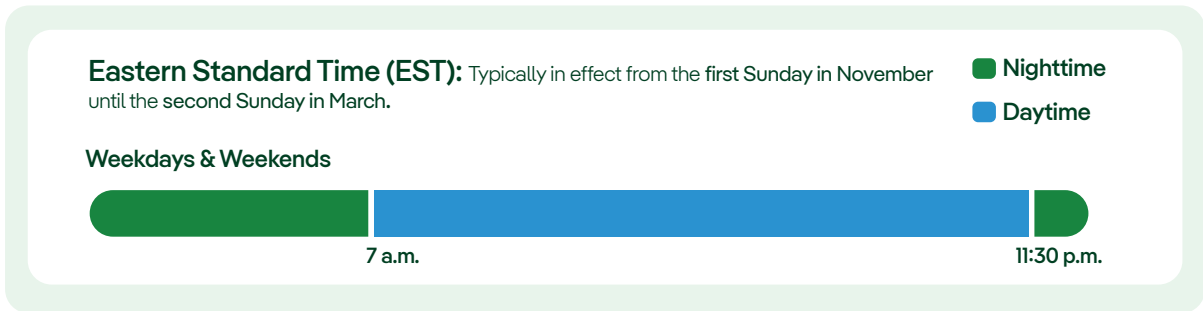
Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 1. If you're a **Time-of-use** or **Day-night electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your NYSEG electricity meter.

Effective November 1, 2026, our **Residential Time of use Electricity Rate Service** hours are:



Effective November 1, 2026, our **Day-night Electricity Rate Service** hours are:



The clocks in our Day-night and Time-of-use meters remain on EST all year long. Learn more by visiting nyseg.com/DayNight or nyseg.com/TOU.

Protect yourself and your family from carbon monoxide

- Carbon monoxide, a colorless odorless gas, can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as installing a carbon monoxide alarm and having your heating system, chimney, flues and vents checked once a year by a professional.

If you suspect a carbon monoxide problem, get up, get out and get away! Then call us immediately at **800.572.1121** or **911** from a safe location. We'll respond quickly to help make sure you and your family are safe.

Usage Alerts help keep you informed

An unexpected energy bill can be frustrating. Avoid surprises with free Usage Alerts*!

- Get weekly updates with your usage and daily averages.
- Set a monthly usage target and get notified if you exceed it.
- Receive alerts if your daily usage changes significantly over three days in a row.

Visit nyseg.com/MyAccount and select "Preferences" under "Manage Account" to sign up for Usage Alerts.

* Available only to customers with smart meters.