



An AVANGRID Company

EnergyLines

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Power on: Strengthening our grid to meet your energy needs

You count on us to deliver the energy you need, so with every upgrade we make to our system, we are making our grid stronger, smarter and more resilient.

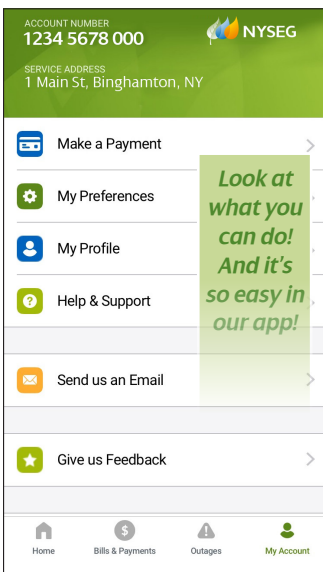
One such project is a circuit upgrade completed in the city of Ithaca and town of Lansing. We installed cutting-edge technology, an Auto Grid Restoration (AGR) scheme, on the 12 upgraded circuits, which deliver power to customers' homes and businesses, and at three substations.

"We're excited to bring this impactful, state-of-the-art technology to our customers in Ithaca and Lansing," said **Eddie Mulholland, Director of Energy Control Centers at AVANGRID, NYSEG's parent company.** "AGR reduces the number of customers impacted by unplanned network outages. Additionally, using data from the smart circuit devices allows us to remotely identify the location of the source of an outage and deploy crews to make repairs more quickly with a reduced carbon footprint on the community."

The project is one of several local investments we are making to update and improve our systems using the latest technologies and materials. All projects focus on providing customers with reliable, high-quality power.



A stronger, smarter, more resilient system for the power you depend on.



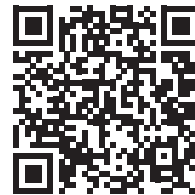
Do you have our Mobile App yet?

Our free Mobile App makes it even easier to manage your account. With just a few clicks, you can sign up for [eBill](#), view and pay your bill, and access outage information.

Download our app with the codes below or text [App](#) to [697348](#) to have a download link sent to your phone!

Simply scan the QR code on this page with your cell phone camera* to open the App Store or Google Play where you can download our Mobile App today!

*Some phones will require you to download a QR code scanner



Scan this QR code to bring you to our Mobile App in the **App Store**



Scan this QR code to bring you to our Mobile App in **Google Play**

Spring into savings!

Check out **NYSEG Smart Solutions**, our online store, to find instant rebates – exclusively for NYSEG customers – on products that can save energy and lower your energy bills.

We're offering deals on:

- Smart Thermostats
- LED Lighting
- Electric Vehicle Chargers

Our online store is always open, and you can shop from anywhere – even your couch! Start saving today at nysegsmartsolutions.com.

If you're considering buying a smart thermostat, visit smartsavingsrewards.com to see how you can qualify for an additional \$45 incentive and a \$20 bill credit this summer. (See our enclosed bill insert.)



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 (calendar year 2020) 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 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 NYSEERDA at **866.NYSEERDA (866.697.3732)**.

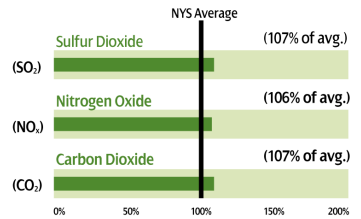
Fuel Sources Used to Generate Your Electricity

- January 2020 through December 2020
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	2%
Hydroelectric	12%
Natural Gas	45%
Nuclear	34%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	2%
Solid Waste	2%
Wind	3%
Total	100%

Air Emissions Relative to the New York State Average

- January 2020 through December 2020



Your safety is our priority

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 911** from a safe location. We'll respond quickly to make sure you and your family are safe.
- **Do not** use a phone, 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 are going on in the area.

For more information about natural gas safety, please visit nyseg.com.

Smart Meters are coming to New York

We're dedicated to meeting the energy needs of our customers and taking steps to build a smarter energy infrastructure, including the installation of smart meters beginning later this year. Learn how smart meters can provide you convenience, more control, and expanded choice in understanding and managing your energy use by visiting nyseg.com/smartmeters.