



EnergyLines

Save paper — sign up for eBill and view this newsletter online, too!

Weather any storm with FREE Outage Alerts

When powerful winter storms strike, we want you to be ready with **Outage Alerts**.

When you sign up for **Outage Alerts**, you will receive:

- An alert by text, phone and/or email if the power goes out
- An estimated time of restoration, so you can plan
- A notice when power is restored, and more!

Outage Alerts is a free and easy to use service that will keep you up-to-date on outage situations anytime, anywhere. You can even receive an instant update on an outage by texting **STATUS** to **697348** anytime!

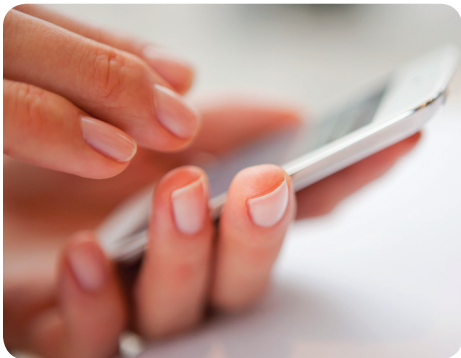
Sign up for **Outage Alerts** at nyseg.com now, so you can be ready later.



Outage Alerts provide peace of mind for Nana Jan. If the power goes out when her granddaughter Sophia is visiting, Jan knows she will receive an alert and an estimated time of restoration.

Manage your winter energy bills and save

If you'd like to save money on your winter energy costs, we have ways to help that are convenient and easy to use.



- Enroll in our **Budget Billing** service to keep your bill steady over 12 months. Visit nyseg.com to sign up.
- Take advantage of our **Smart Energy** rebates and programs. Visit nyseg.com to learn more.
- Read your own meter every month to receive bills based on your actual energy use.
- View our online **Energy Use Guide** to find out how much energy your appliances use at nyseg.com.
- Compare and shop for your energy supply. With any supplier you choose, we will continue to deliver your energy safely and reliably.

This winter, check your inbox, not your mailbox

When the winter chill takes over and the snow starts to pile up, avoid trudging out to your mailbox. Stay safe and warm with **eBill**, our **FREE** online billing service.

With **eBill**, you can view your bills online from wherever you are, print your bill only when you need to, group multiple bills to make one payment and export your **eBill** data to your own spreadsheet. We'll even notify you when your bill is due so you won't miss a payment.

This winter, make it easy to view and pay your bill. Sign up for **eBill** today at nyseg.com.



Shop for great money-saving deals from the convenience of your couch!

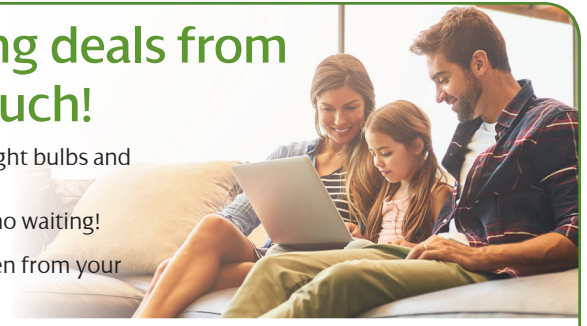
If you're looking for great deals on smart thermostats, LED light bulbs and other energy-saving products, our brand new online store, NYSEGSmartSolutions.com, is now open with no lines and no waiting!

NYSEG Smart Solutions is available anytime, anyplace — even from your couch — and is loaded with instant rebates just for you.

Plus, you will get an **\$85 e-gift card** for every qualifying smart thermostat that controls your central air conditioning and you'll be able to **earn \$5 bill credits** next summer, when you enroll in our **Smart Savings Rewards** program.

Visit SmartSavingsRewards.com today to find out if you qualify for the \$85 e-gift card.

**Please note: you must be a NYSEG electricity customer with central air conditioning to enroll in Smart Savings Rewards.*



Energy Assistance Programs are here to help you

Are you – or someone you know – having trouble managing energy bills? We have programs available to help qualifying customers stay safe and warm this winter.

The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps income-eligible households pay for energy bills, repairs and weatherization. Households may receive one regular **HEAP** benefit per season. Your county's Department of Social Services is currently accepting applications. Please visit mybenefits.ny.gov to apply or learn more.

Our **Energy Assistance Program (EAP)** helps eligible customers gain control of their energy bills through two levels of assistance: **Monthly Bill Credit** and **Limited Benefits Arrears Forgiveness**. For more information, please visit nyseg.com.

2018 - 2019 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,391
2	\$3,127
3	\$3,863
4	\$4,598
5	\$5,334
6	\$6,070
7	\$6,208
8	\$6,346
9	\$6,483
10	\$6,621
11	\$6,918
Each Additional	+ \$540

Safety tips: Winter weather

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of potentially deadly carbon monoxide.
- Electric and natural gas meters and regulators should be kept clear of snow and ice 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 your meter reader has clear and safe access. We'll be able to provide you with a bill based on your actual energy use if we can access your meter safely.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **1.800.572.1111**.

For more information, please visit our safety section at nyseg.com.

Safety tips: Carbon monoxide

- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control, or worse.
- Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion and carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney flues and vents checked once a year by a professional.
- Take protection to the next level by installing a carbon monoxide alarm.

If you suspect a carbon monoxide problem, 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.