



An AVANGRID Company

EnergyLines

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One easy change makes a world of difference

Join nearly 230,000 customers enrolled in **eBill**, our FREE online billing service. View up to 13 months of your bills online and print only when you need to. It's the most convenient and environmentally-friendly way to receive your bill.

It's one small simple step that you can do for yourself and for our future.

Sign up today at nyseg.com, or download our **Mobile App** and enroll right on your phone. Text **APP** to **697-348** and we'll send you a link to download the app.



We're lighting up the night with energy-efficient streetlights



Hornell Community Arts Center

Streetlighting provides safety, security and can enhance the beauty of outdoor spaces.

More importantly, energy-efficient streetlights, such as LEDs (light-emitting diodes), offer a host of energy savings and are better for the environment.

- Energy costs are approximately 30% to 40% lower than non-LED streetlights.
- LED streetlights have long lives – up to 100,000 hours.
- They contain no toxic chemicals and reduce carbon emissions in our environment.

To date, we have helped 178 municipalities in our service area convert 34,168 streetlights to LEDs. Is your town next?

NYSEG President and CEO among top 20 energy and environmental leaders in NY

NYSEG President and CEO Carl A. Taylor has been ranked 19th on the City & State Magazine Energy and Environment Power 100 List.

"It's an honor to lead our New York companies to becoming the cleanest utilities in the country as we work to put customers first and connect with the communities that we serve. The success of our companies is built upon the hard work and dedication of our employees. The recognition by City & State is really a testament to the efforts of our employees and for that, I'm thankful," Taylor said.

This list recognizes influential New York State leaders who shape energy, environmental protection and conservation policies. City & State is a media organization covering New York's local and state politics and policy.



NYSEG President and CEO, Carl A. Taylor

Don't dig into trouble, know what's below

Whether you're a contractor or homeowner, a safe job starts with **Call 811 Before You Dig**. This free, statewide service identifies any underground utilities and protects yourself and others from injury.

It's easy. Call **811** or visit digsafelynewyork.com at least two full working days (but not more than 10 days) before starting your project.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

It's the law. Accidentally digging into underground utilities can cause personal injury, environmental harm and costly damage.



**Know what's below.
Call before you dig.**

Look up ... look out!

If you're headed outdoors with a list of home improvement projects, remember to watch overhead – it could save your life!

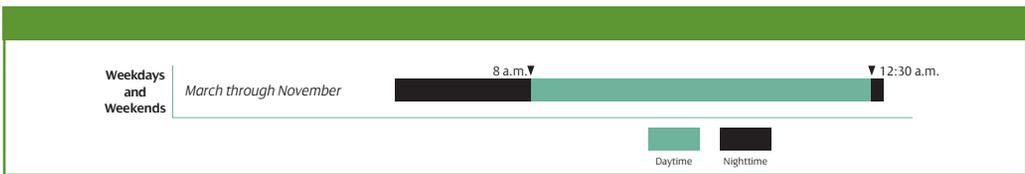
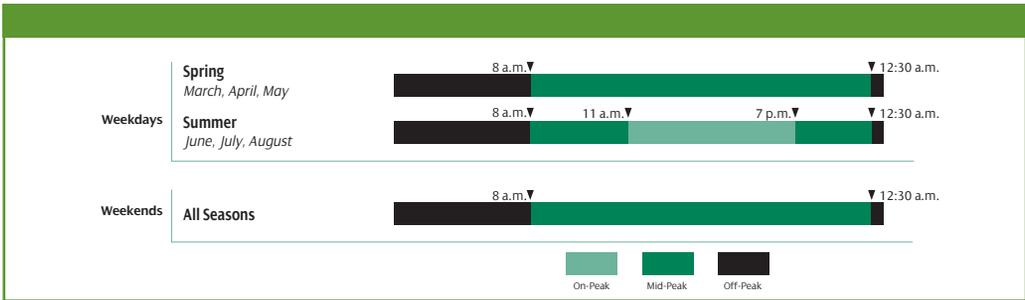
When working around the outside of your house, remember aluminum siding, gutters and ladders conduct electricity. Make sure none of these materials come into contact with an overhead wire. No line is safe to touch, **ever!**

If your project includes trimming trees, please don't trim near power lines, leave that trimming to us. Visit nyseg.com for more information.

Are your timers set to save money?

Daylight Saving Time (DST) began Sunday, March 14. If you're a **NYSEG 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** electric meter.

The clocks in our Day-Night and Time-of-Use meters remain on Eastern Standard Time (EST) all year long. Please refer to the graph below for lower cost hours, or visit nyseg.com and select Electric Pricing under "Understand Your Bill" for more information.



NYSEG receives Emergency Recovery Award

We received the Edison Electric Institute's Emergency Recovery Award for restoration efforts during two storms: Tropical Storm Isaias that impacted 183,200 customers in August 2020, and the October 2019 windstorm that impacted more than 180,000 customers. This recognition is a testament to our preparation efforts and dedicated crews and storm response teams who worked safely and effectively and performed critical work to restore power to our customers.



Rebate increase: Get \$50 for your old fridge

Chances are your old refrigerator or freezer is adding an average of \$150 to your electricity bill a year. Recycle it, reduce your energy use and keep harmful materials out of landfills. We'll pick it up for free and you'll pick up **\$50!** Visit nyseg.com/recyclefridge to schedule your pickup.