



An AVANGRID Company

EnergyLines

Manage your account anytime, anywhere with our [new Mobile App!](#)

The energy to power your evening



Eat up!

Cook a meal on your electric stovetop = **13¢**

Clean up!

Run a load of dishes in your dishwasher = **62¢**

Wash up!

Wash a single load of laundry = **9¢**

Catch up!

Tackle your email inbox on your laptop for an hour = **1¢**

The above calculations use a total per kWh price of 13 cents, based on a west price zone residential customer on Service Classification No. 1 using 600 kWh of electricity per month, and assuming an average NYSEG supply rate of 4.3 cents. Your delivery and supply price will vary, depending on your price zone, kWh usage and supply choice. Check your bill for your delivery and supply prices per kWh.

eBill is easy no matter where you are or what you're doing

- With our online, secure delivery **eBill** is paper-free
- Schedule your payment to be made automatically each month or make payments online
- Get automatic notifications when your bill is due
- View 13 months of your bills online anytime

"I've been using eBill for a long time. It has all the same information as my paper bill and I can see my bill whenever it's convenient for me. I also get a reminder when my bill is due so I can pay it quickly and easily then move on to other things. Thanks, NYSEG. I'm sold on eBill." — Dave L., eBill customer

Sign up at [nyseg.com](https://www.nyseg.com) today. Or use our free **Mobile App** to enroll in just a click. If you don't have our **Mobile App**, just text **APP** to **697-348**, and we'll send you a link to download our app.

Heat up your savings this summer!

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

- Smart thermostats*
- LED lighting
- Connected home products
- Outdoor living products and more!

Our online store is always open, and you can shop from anywhere – even your lawn chair!

Start saving today at [nysegsmartsolutions.com](https://www.nysegsmartsolutions.com).

*If you're considering buying a smart thermostat, visit [smartsavingsrewards.com](https://www.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.)



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We have resources to help

We have programs and assistance available to help you understand and manage your energy bill. If you've experienced a change in financial circumstances due to the COVID-19 pandemic, we can help.

- With **Budget Billing** we'll calculate your yearly bill based on last year's electricity and/or natural gas use. We'll divide your yearly bill into 12 equal payments. You get a bill for the same amount each month, so you always know what your bill will be.
- **HEAP** is a federal grant program that helps eligible households pay for energy costs and weatherization. HEAP is currently open and accepting applications until August 31. Visit mybenefits.ny.gov to apply.
- Our lineup of **Smart Energy** programs makes it easy for you to save money at home and at your business. Visit nyseg.com and click on **Smart Energy** to find energy efficiency tips and programs to help you save money.

We can also provide options to protect your service from disconnection. Disconnection protections and payment plans with no down payment, fees or interest are available to help you, but it's important you contact us at **888.315.1755** or visit nyseg.com/HelpWithBill. Contact us today to learn how we can help.

Help us to help others

You can help bring assistance to veterans, active military personnel and families who are facing energy emergencies. Please consider making a donation to **Project SHARE** at a time when it's needed most. To learn more and to donate, please visit nyseg.com/ProjectShare.



American Gas Association names NYSEG as top performer



JOB WELL DONE
AMERICAN GAS ASSOCIATION
RECOGNITION



MNG, NYSEG and
RG&E were recognized
as Top Performers by the
American Gas Association



We have been recognized as top performers through the 2021 American Gas Association (AGA) Best Practices Program for our leak repair efforts.

"This recognition of our teams by the American Gas Association is well-deserved," said Al Langland, Vice President of NYSEG Gas Operations. "Our gas teams take pride in their hard work to maintain our system and continue to provide safe and reliable service to our customers. It's good to see that those efforts are being recognized by others in the industry and we should be proud to set the standard of performance for gas utilities."

We have been recognized by the AGA as a top performer for our work in the category of leak repair.

Please help keep our lineworkers safe

Attaching signs, banners or flags of any kind on our poles or other electrical equipment is not only illegal, it is also a safety hazard to our lineworkers who need to access these poles.

Nails, staples, and other items used to fasten signs or flags to poles can snag lineworkers' personal protective equipment – the rubber gloves they use to insulate them from high voltage equipment, and some of the shoes they wear to protect them from high voltages.

Please do your part in helping to keep our lineworkers safe by not hanging anything on utility poles. Thank you!

Shop for your natural gas supplier

Shopping for a natural gas supplier may be another way to help manage your energy costs. Visit nyseg.com for a supplier list and questions to ask them. With any supplier you choose, we will deliver your energy safely and reliably, and we are here – 24/7 – to respond to emergencies.

