

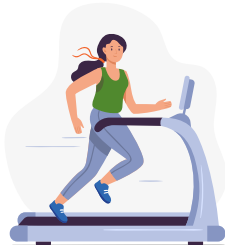


An AVANGRID Company

EnergyLines

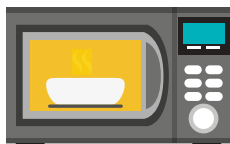
Manage your account anytime, anywhere with our [new Mobile App!](#)

The energy to power your day



Get up!

Exercise for 30 minutes on your treadmill = **5¢**



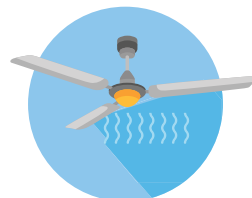
Heat it up!

Cook your lunch for 5 minutes in your microwave = **1¢**



Catch up!

Watch the news or your favorite tv show for an hour = **1¢**



Cool down!

Run your ceiling fan for an hour = **Less than 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 makes my life easier

Here are ways **eBill** can make your life easier, too:

1. Get your bill quickly and securely
2. Viewing and paying your bill is easy, especially when using our free **Mobile App**
3. All your account information is at your fingertips
4. By adding **AutoPay**, your bill is always paid on time

Sign up today at nyseg.com. What are you waiting for?

“ I prefer hard copies when it comes to reading a newspaper or a book, but I don't miss my NYSEG paper bills at all! We've been on eBill and AutoPay for years. Our bill is delivered instantly, and always paid on time. This is one thing I don't even need to think about. ”

Maggie A., eBill customer



We're here 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. We offer flexible payment plans with no fees or interest, 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.

Every drop (and dollar) counts

Water uses more energy than you realize. When you use hot water, it's heated by electricity or natural gas. So, the less water you use, the more energy you'll save.

Our **NEW Water Conservation Kit** will save you water in your kitchen and bathrooms.

The kit is only \$20 and includes:

- 2 Niagara Chrome Sava Spa Showerheads
- 1 Niagara Kitchen Swivel Aerator
- 1 Niagara Bubble Spray Faucet Aerator
- 1 Niagara Pipe Thread Tape

Visit nysegsmartsolutions.com and start saving today!



Power On: Improving Reliability

As part of our commitment to provide safe and reliable service to all our customers, we have completed or are working on projects around the state including the following:

- Created a more reliable and resilient energy grid for more than 7,800 customers served by our Langner Road substation in the Town of West Seneca.
- Replaced 2.5 miles of poles in the Town of Saranac and the Village of Dannemora improving reliability to 1,831 customers in the Village of Dannemora.
- Completed the Willet substation upgrade in Cincinnatus increasing capacity and reliability to meet demand and reduce outages in peak summer months for 6,000 customers.
- Construction began on the BES Big Tree project in Orchard Park which will increase reliability and provide better service to 31,000 customers including the Buffalo Bills Stadium.



The Langner Road substation project installed state-of-the-art equipment, including 25 smart circuit devices, to help increase reliability for our customers.

Help us help others

You can help bring assistance to veterans, active military personnel and income-eligible 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.



Line markers, such as the one above, indicate a buried natural gas pipeline's general location.

We're committed to your safety

We work with industry groups to continually enhance natural gas pipeline safety. We also work with emergency responders, and state and local agencies, to prevent and prepare for emergencies through training and periodic drills.

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. Markers only indicate a pipeline's general location and should not be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact **Dig Safely New York** at **811** prior to any excavation.

As an added safety measure against excavation damage, you can request that we install an Excess Flow Valve. For more information on installation requirements and costs, visit nyseg.com.