



**NYSEG**

An AVANGRID Company

# EnergyLines

Manage your account anytime, anywhere with our **new Mobile App!**

## eBill and the Mobile App – easy as 1-2-3!

Managing your account is easy with eBill and our FREE **Mobile App**.



Don't have the **app** yet? That's easy too! Download our **Mobile App** by texting **APP** to **697-348**. We'll send you a link right to your cell phone.



### Stay informed with:

#### Outage Alerts

Stay informed if the power goes out.

#### Payment Alerts

Receive a confirmation message when your payment posts.

#### Meter Read Alerts

Receive a convenient reminder monthly, the months we're scheduled to read or the months we're scheduled to estimate your energy use.



#### Reminder

Did you know you can control when you receive your Outage Alerts? Use our Do Not Disturb option to update your preferences. Just log into your account at **nyseg.com** and follow the simple steps to set up the times you don't want to hear from us.

## Save energy, save money and get a rebate!

We are pleased to offer rebates to our residential natural gas and electric customers who install high efficiency HVAC equipment including natural gas furnaces and water heaters.

You may be eligible for:

- **\$450 rebate** on a water boiler
- **\$300 rebate** on a qualifying natural gas furnace
- **Up to \$200** on water heaters
- **\$50** on a Wi-Fi thermostat
- **\$50** on an ENERGY STAR natural gas clothes dryer
- Visit **nyseg.com** for more information.

You must be a NYSEG natural gas heating customer to be eligible for natural gas equipment and Wi-Fi thermostat (natural gas heating) rebates. You must be a NYSEG electricity customer to be eligible for Wi-Fi thermostat (central air conditioning) and other electric high efficiency equipment (heat pump, heat pump water heater) rebates.

### Check this out...

- We now have a NEW online rebate application!
- No need to print or mail in your form
- Faster turnaround time to receive your check
- View and manage your rebate application status online

Visit **nyseg.com/resrebatesapply** to apply today.



## Help with your bill

Are you – or is someone you know – having trouble paying energy bills? We can help with the following programs and services.

- If you rent your home and need assistance with your energy bill or rent, funding is available through the [New York State Emergency Rental Assistance Program](https://otda.ny.gov/programs/emergency-rental-assistance). To learn more, please visit [otda.ny.gov/programs/emergency-rental-assistance](https://otda.ny.gov/programs/emergency-rental-assistance).
- With **Budget Billing**, we'll calculate your yearly bill based on last year's electricity and/or natural gas use, then 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.
- Our lineup of **Smart Energy** programs makes it easy for you to save money at home and at your business. Visit [nyseg.com](https://nyseg.com) and click on **Smart Energy** to find energy efficiency tips and programs to help you save money.

## Helping today's young people prepare for tomorrow

### FREE Energy resources for educators, parents and kids

Whether your students are learning in person at school or virtually at home, these free resources are just a click away at [nyseg.com/schools](https://nyseg.com/schools).



There you'll find:

- Information about the power of electricity with our interactive **Electric Universe** and natural gas safety with **Energy Underground**.
- **Grrr the Natural Gas Safety Bear** coloring book and **Watts the Wizard** safety posters to print and color.
- Our "**Being Nosey Can Keep You Safe**" school kit designed for grades 1 through 5. Each kit contains a teacher's guide, posters, take-home pamphlets, peel and smell stickers, and a link to a 60-second video.

**If you or a member of your household relies on life-sustaining equipment,** don't wait, contact us now at **1.800.572.1111**. We offer special, personalized benefits and services for customers with life-sustaining equipment.



**Stay away from downed power lines** and tell others to stay away. No line is safe to touch, **ever**. Call us right away at **1.800.572.1131** to report downed power lines.

## Look Up...Look Out

When you or your contractor are working around your house, be aware that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.

### Call 811 before you dig

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities (electric lines and natural gas lines) marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

Call **811** or visit [digsafelynewyork.com](https://digsafelynewyork.com) at least two working days (not counting the day you call) but not more than 10 working days before you plan to start your project. For more information, visit [nyseg.com](https://nyseg.com).

**It's free, it's easy and it's the law.**

