



An AVANGRID Company

EnergyLines

Manage your account anytime, anywhere with our [new mobile app!](#)

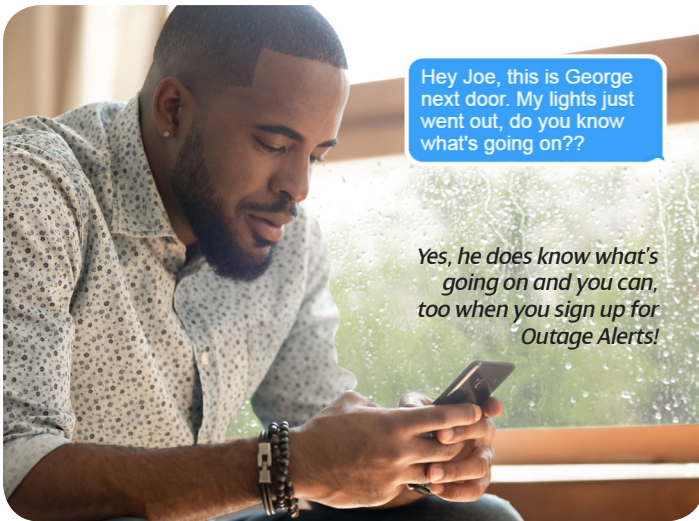
Understand your usage – Try our Home Energy Use Guide

All this extra time – and maybe extra people – at home can impact your energy use. So if you don't like surprises, manage your energy use with our free tools.

- **Use our online Home Energy Use Guide** to see how much energy your appliances use. Visit [nyseg.com](#), click on **Smart Energy** and then click on **Energy Use Guide** under **Understand Your Usage**.
- **Enroll in Budget Billing.** Your energy costs are spread evenly over 12 months so you know how much your bill will be every month. You can enroll, increase or cancel your **Budget Billing** installments at [nyseg.com](#) or by calling our self-service line at **800.600.2275** and press option #2 for Billing and Payments. It's easy, convenient and available 24/7.
- **You can purchase energy-efficient products** directly from our online store at [nysegsmartsolutions.com](#). We offer great deals and instant rebates on a variety of energy-saving items that will help reduce your energy costs.



If you don't like surprises, try our Home Energy Use Guide!



Hey Joe, this is George next door. My lights just went out, do you know what's going on??

Yes, he does know what's going on and you can, too when you sign up for Outage Alerts!

Stay informed with Outage Alerts

Joe does know what's going on because he has **Outage Alerts** from NYSEG. You can know, too – sign up for **Outage Alerts** at [nyseg.com](#).



Download our mobile APP



Our **FREE** mobile app makes taking care of those everyday tasks even easier and more convenient than ever before! With just a few clicks you can instantly view and pay your bill, report an outage, enter a meter reading and update your account profile and preferences.

Download the app today by searching NYSEG in the App Store or Google Play.

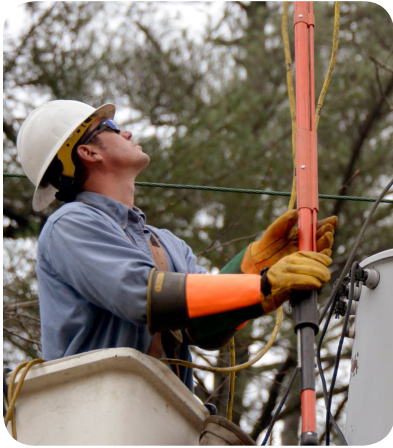
Smart solutions for cool savings

This summer, you can gain some cool savings on your energy costs when you purchase energy-efficient products directly from our online store at nysegsmartsolutions.com.

We offer great deals and instant rebates on a variety of energy-saving items that will help reduce your energy costs all year round. From LED light bulbs to smart thermostats, these products can make a difference in your energy usage.

As an added bonus, when you purchase a qualifying smart thermostat and enroll in our [Smart Savings Rewards](#) program, **you will get a \$45 reward**, as long as you have central air conditioning and you're a residential electricity customer.

Once you are enrolled in [Smart Savings Rewards](#), you can **get a \$20 bill credit** when you allow us to make brief, limited adjustments to your thermostat during times of peak electricity demand this summer. More importantly, you'll be doing your part to ensure New York's energy future. Visit smartsavingsrewards.com to learn more and to sign up.



We're making improvements to better serve our communities

We know you count on us to provide you with the power you need, when you need it, and we take that responsibility seriously. As part of our commitment to provide safe, reliable service to all of our customers, we are investing in our delivery system that will provide additional power to fill growing demand, increase reliability, and accommodate growth and economic development in our service areas.

All of our upgrades mean one thing for you: you'll have reliable, high-quality power when you need it.

Visit nyseg.com and click on Reliable Service under Our Company in the footer to learn more about our reliability projects currently in progress.

Be safe: Pipeline markers show the way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot 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.



Safe digging is no accident

Whether you're a contractor or homeowner doing an outdoor project, having underground facilities marked is essential to protect yourself from injury and prevent damage to underground utility lines.

It's free and easy — simply call **Dig Safely New York at 811** — or use their online form at <https://www.digsafelynewyork.com/> — two working days (not including the day you call) but not more than 10 working days before you plan to start your project. All utilities will then mark the underground facilities in and near the work zone.

