



An AVANGRID Company

# EnergyLines

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

## Questions about summer energy use? Find the answers with our Home Energy Use Guide!

Our online [Home Energy Use Guide](#) – and our free online tools – can help you understand and manage your summer energy use.

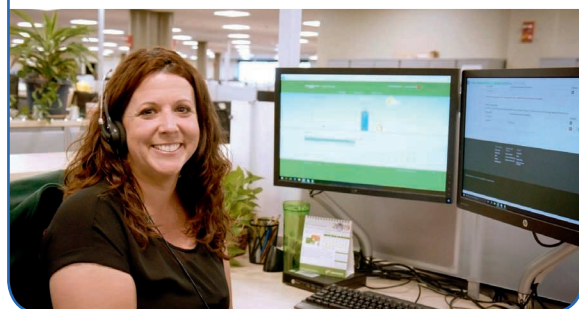


- Visit our online store at [nysegsmartsolutions.com](https://nysegsmartsolutions.com) for great deals and instant rebates on a variety of energy-saving items that will help reduce your energy costs.
- Sign up for [Budget Billing](#) and spread out your energy costs evenly. You can enroll using our free mobile app, online or by calling our self-service line at **800.600.2275** – press option #2 for Billing and Payments.
- Submit meter readings online so you're billed on actual use. (You can do this on our app, too!)
- Test your energy smarts with our online [Energy IQ Test](#).

Visit [nyseg.com](https://nyseg.com) to learn more.

### We're here to help

If you're concerned about paying your bill, we have programs to help you manage your energy bill. Please call us at **888.315.1755** Monday through Friday from 7 a.m. to 7 p.m. to speak with one of our customer care representatives about your options.



### Safe, reliable service you can count on

Throughout the COVID -19 pandemic, we have been working to maintain the quality service, safety and reliability you expect. We are enhancing our business practices put in place at the start of the pandemic to keep everyone safe.

Our employees, crews and contractors are following CDC best practices and adhering to all applicable state requirements.

We look forward to serving your energy needs, now and well into the future.

### 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](https://nyseg.com) for a supplier list and questions to ask them. With any supplier you choose, **NYSEG** will deliver your energy safely and reliably, and we are here – 24/7 – to respond to emergencies.

## Click. Click. Click. Paid.

It seems like we are all pressed for time these days and with our **mobile app**, you can save time while receiving our same great service at your fingertips! The **mobile app** provides you with a secure login so you don't have to remember your account number every time. You can view and pay your bill in as little as three clicks, report an outage and manage your preferences.

Download the app today by searching **NYSEG** in the App Store or get it on Google Play.



“ **A Must Have app!** ★★★★★  
This app is definitely a must have for any and all NYSEG customers! — NYSEG app user ”

## Make your summer a smart summer

**NYSEG Smart Solutions**, our online store, is loaded with instant rebates on products that can save energy and lower your energy bills. Our product lineup includes:

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



Our online store is always open and you can shop from the safety of your home and convenience of your lawn chair. Visit [nysegsmartsolutions.com](http://nysegsmartsolutions.com) and start saving today!

\*If you're considering purchasing a smart thermostat, visit [smartsavingsrewards.com](http://smartsavingsrewards.com) to see how you can qualify for an additional \$45 incentive, Google Nest Mini and a \$20 bill credit this summer. (See our enclosed bill insert.)



## Power on with our easy payment options

For ease and convenience when managing your energy bill, sign up for our payment options.

Enroll in **eBill** and you'll be able to view, pay and store your bills online for easy access. You'll also get a reminder when your bill is due so you won't miss a payment.

Add **AutoPay** and let your bill pay itself. Your bill will be paid automatically, securely and on time every month. You won't have to do a thing!

Visit [nyseg.com](http://nyseg.com) to learn more.



Part of our commitment to the environment,  
printed on recycled paper using soy inks



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