



An AVANGRID Company

# EnergyLines

Manage your account anytime, anywhere with our **new mobile app!**



With our FREE Outage Alerts service you can text STATUS to 697-648 to find out your restoration time anytime, anywhere.

## Power On

We are committed to providing safe, reliable electricity to you.

To improve reliability and reduce outages we are:

- Making additional investments into our Tree Care program to reduce outages caused by trees.
- Adding more electrical devices to detect outages faster, resulting in faster response times and shorter outage durations.
- Implementing a new remote communication device that sends signals back to our dispatchers, allowing faster response time to issues on our lines.

Making improvements to better serve our communities is a top priority for us. To learn more, please visit [nyseg.com](http://nyseg.com).



Loren Latulipe lead UC&M engineer works on a substation generator.

Working to improve reliability and power quality are (from left to right) Rob Cunningham, telecom engineer; Matt Maher, project manager; Bob Hulbert, manager telecom; and TJ Dawson, telecom engineer.

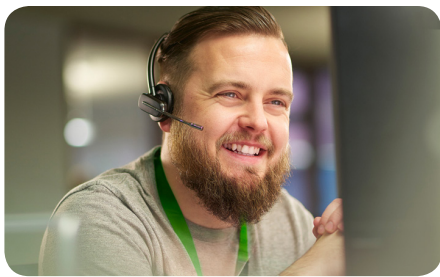
## Connect with us in a snap

No matter where you are or what you're doing, with our **Mobile App** you can:

- View and pay your bill in just three clicks.
- Report an outage and monitor your power status.
- Enroll in our FREE billing services – **eBill**, **AutoPay** and **Budget Billing**.
- Submit a meter read at your convenience – even in the dark with our flashlight feature.
- Update your account profile and preferences to meet your needs.

Jump at the chance to download our new **Mobile App** today by texting **APP** to **697-348**. We'll send you a link so that you can download the app. You can also search **NYSEG** at the App Store or get it on Google Play. You'll be off and running before you know it with our new **Mobile App!**





## We're here to help

If you've experienced a change in financial circumstances due to the COVID-19 pandemic, we can 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](https://nyseg.com). Contact us today to learn how we can help.

## Simple Savings Tips

As the days get shorter and temperatures get cooler, we may use more energy by having the lights on longer and adjusting the thermostat to keep warm. Here are some easy actions you can take to decrease your energy use and ultimately your energy bill.

Things you can do today:

- Visit our online store at [nysegsmartsolutions.com](https://nysegsmartsolutions.com) for great deals and rebates on energy-saving products.
- Download our **Home Energy Use Guide** to better understand the usage in your home.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.
- Install a programmable or Smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to CFLs or LEDs.

Visit [nyseg.com](https://nyseg.com) for more ways to understand and manage your usage.

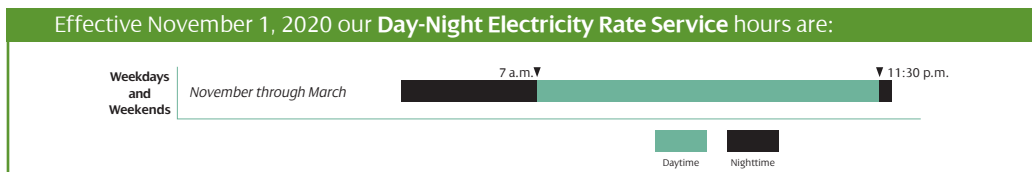
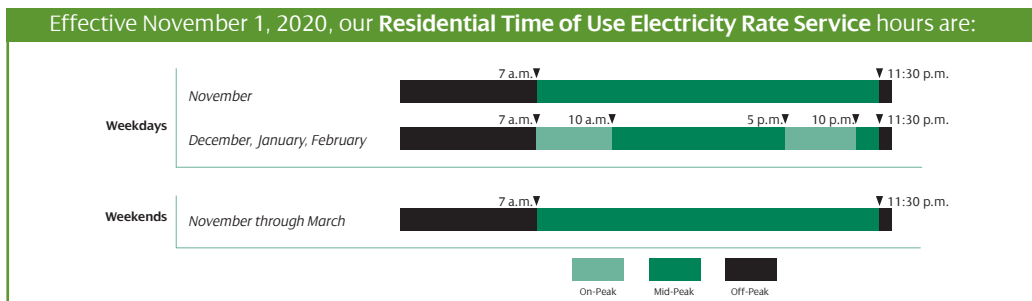
## Safety tips: Carbon monoxide

- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control, or worse.
- Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion and carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.

If you suspect a carbon monoxide problem, get up, get out and get away! Then call us immediately at **1.800.572.1121** or **911** from a safe location. We'll respond quickly to make sure you and your family are safe.

## Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 1. If you're a **Time-of-Use** or **Day-Night electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your NYSEG electricity meter.



The clocks in our Day-Night and Time-of-Use meters remain on EST all year long. Learn more by visiting [nyseg.com](https://nyseg.com).