



## Resources to help you manage your monthly bill

### Energy Supply and Delivery – What's the difference?

As your energy delivery company, we build and maintain a safe, reliable system to deliver your energy supply to you. Your supply charge is what you pay your supplier for the energy you use. If you purchase supply from us, we pass through that cost without profit. You also have the option to shop for your supply through an Energy Services Company (ESCO), or supplier.

Your monthly bill is affected by the price of energy and the amount of energy you use. Your energy costs include the delivery cost from us and the supply cost is based on the supply option you have selected.

### Understand and manage your monthly bill

While we don't control the market supply price of energy, we do have resources that can help you control your costs. Visit [nyseg.com/UnderstandYourUsage](https://www.nyseg.com/UnderstandYourUsage) to learn more.



**Use less energy:** Take control of your energy costs with our no-cost or low-cost **Energy Savings Tips**. Check out our **Smart Energy Programs** where you can find rebates and incentives to help lower your energy use and control your costs. Visit [nyseg.com/EnergyEfficiencyPrograms](https://www.nyseg.com/EnergyEfficiencyPrograms) to get started.



**Shop for supply:** It's your choice! You can shop for your supply through an **Energy Services Company** (ESCO), or supplier, at any time. Go to [nyseg.com/choice](https://www.nyseg.com/choice) to view a list of current suppliers and some helpful questions to ask suppliers as you shop.



**Manage your bill:** We're here to help with resources and assistance to help you manage your monthly bills.

- With Budget Billing you can spread your energy costs evenly over 12 months and know what your bill will be in advance. We'll routinely review your account and adjust your monthly payment according to recent usage and energy prices.
- Are you – or someone you know having trouble managing energy bills? We have **Payment Plans** that can help. Simply log into My Account to view available payment plan options or contact us at **888.315.1755** so we can find a solution together.
- The **Home Energy Assistance Program (HEAP)** and **Emergency HEAP** are federal grant programs that help income-eligible households pay for energy bills, repairs and weatherization.
- Our **Energy Assistance Program (EAP)** helps eligible customers manage their energy bills through a monthly bill discount. You're automatically enrolled with a current HEAP benefit, and we've recently expanded eligibility criteria with a new application if you receive other assistance.
- **Project SHARE** helps qualifying customers, active military members and veterans. Applications must be submitted by an authorized intake agency or by calling HeartShare Human Services of New York at **800.599.4327**. To find an intake agency in your area, please call **844.579.5555** or visit [heartshare.org](https://www.heartshare.org).

For a full list of programs visit [nyseg.com/HelpWithBill](https://www.nyseg.com/HelpWithBill)



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