

Balance Your Energy Costs with

# Budget Billing



- > Spread your energy costs evenly over 12 months.
- > Know what your bill is going to be in advance.

## How Budget Billing Works

- When you sign up for our **free** Budget Billing service, we calculate your yearly bill based on last year's electricity and/or natural gas use. We then divide your yearly bill into 12 equal payments to get your monthly Budget Billing amount.
- We will review your account every three months to ensure that your Budget Billing amount reflects your actual usage and, if necessary, adjust the amount of your monthly payment so you have neither a big credit nor a large amount due when your account is balanced in the 12th month. The most common reasons for adjusting your monthly payment are changes in the number of people at home and weather that has been colder or warmer than normal.
- After balancing your account in the 12th month, your account is automatically re-enrolled; we recalculate your monthly installment and your Budget Billing year starts again.
- You can enroll anytime; your budget plan will begin with your next bill.
- You will not be charged interest if your payments are less than your actual use.

## Tracking Your Budget Billing Payments

Each bill you receive will show a Budget Billing Summary (found on page 1 of your bill), which displays your plan end date, current month's installment, actual charges since you started your budget year, budget amounts billed thus far, and the difference between your actual charges and the budget amount billed.

The example below shows a Budget Billing Summary for a customer early in their budget year. So far, the customer has used more energy than they have paid for.

| Budget Billing Summary |                               |                               | Plan End Date: 11/2020         |
|------------------------|-------------------------------|-------------------------------|--------------------------------|
| Current Month          | Actual Charges since 12/01/19 | Budgets Billed since 12/01/19 | Budget Balance (after payment) |
| 190.00                 | 823.65                        | 570.00                        | 253.65                         |

*For illustrative purposes only.*



You can enroll, increase or cancel your Budget Billing installments at **nyseg.com** or **rge.com**. Click on "Account" and then on "Budget Billing" under "Billing Options" or call our self-service line noted below and press option #2 for Billing and Payments. It's easy, convenient and available 24/7 - even when we're not open.

## To Learn More and Enroll



Visit **nyseg.com**, click on "Account" and then on "Budget Billing" under "Billing Options."

For service and billing questions **Call** our self-service line **800.600.2275** 7 a.m. to 7 p.m., Monday through Friday.

**Hearing and speech-impaired** Dial **711** (New York Relay Service).

**Payment Arrangements** call **888.315.1755** 7 a.m. to 7 p.m., Monday through Friday.



Visit **rge.com**, click on "Account" and then on "Budget Billing" under "Billing Options."

For service and billing questions **Call** our self-service line **800.295.7323** 7 a.m. to 7 p.m., Monday through Friday.

**Hearing and speech-impaired** Dial **711** (New York Relay Service).

**Payment Arrangements** call **877.266.3492** 7 a.m. to 7 p.m., Monday through Friday.