

# EnergyLines

Manage your account easily at [nyseg.com/MyAccount](https://nyseg.com/MyAccount)



## Take charge of your energy use

Managing your energy use doesn't have to be complicated. With our smart tools and programs, you can stay informed, make confident choices and stay in control every step of the way.

- Track your energy use patterns and make informed decisions about how and when you use energy with Energy Manager. Visit [nyseg.com/MyAccount](https://nyseg.com/MyAccount) to get started.
- Stay in control with Usage Alerts, powered by your smart meter. Get notified of big usage changes, set a weekly usage threshold or get updated on your weekly usage. Sign up at [nyseg.com/MyAccount](https://nyseg.com/MyAccount).
- If you purchase your energy supply from us, we pass through that cost to you without profit. You can also shop for your energy supply through an Energy Services Company (ESCO). Learn more at [nyseg.com/Choice](https://nyseg.com/Choice).



## Your guide to helpful resources

If you're finding it difficult to keep up with your energy bill, there are free programs and services available that can help. We've listed a few below. Visit [nyseg.com/HelpWithBill](https://nyseg.com/HelpWithBill) for a complete list of programs and services.

Resource	Description	How to apply
<b>Home Energy Assistance Program (HEAP)</b>	Helps income-eligible households pay for energy bills.	Apply at <a href="https://mybenefits.ny.gov">mybenefits.ny.gov</a>
<b>Energy Affordability Program (EAP)</b>	Helps eligible customers manage their energy bills through a monthly bill credit.	Apply and see if you qualify at <a href="https://nyseg.com/EAPApply">nyseg.com/EAPApply</a>
<b>NYSERDA's EmPower+ Program</b>	Offers no-cost energy-efficiency solutions to income-eligible customers who rent or own.	Apply at <a href="https://nyscrda.ny.gov/All-Programs/EmPower-New-York-Program">nyscrda.ny.gov/All-Programs/EmPower-New-York-Program</a>
<b>Payment Plans</b>	We offer payment plans for qualifying customers right online. You can also call us so we can find a solution together.	Enroll online at <a href="https://nyseg.com/MyAccount">nyseg.com/MyAccount</a> or call 888.315.1755

## Stay warm, stay connected

It may be cold outside, but you can stay warm inside with My Account. Manage your account anytime, anywhere, without leaving your house or your couch.

- View your balance and payment history anytime
- Pay your bill quickly and securely
- Track your energy use
- Manage your alerts and notifications

Go to [nyseg.com/MyAccount](https://nyseg.com/MyAccount) with your account number and discover how simple and convenient managing your account can be. Sign up today – it only takes a few minutes!



## Two new mobile substations added to our fleet

We have added two new mobile substations to our fleet, bringing the total up to 24 active mobile substations. These mobile substations will be used to ensure energy reliability for our nearly 1.3 million electric customers across New York state.

We use mobile substations for emergency outages, planned outages, or where additional energy load is needed.

Because the mobile substations can be easily transported, they are used throughout NYSEG and RG&E service areas as needed. Mobile substations are operated at sites from several hours to up to a year, depending on the type of need.



## Powering hope for our communities

Our employees came together to donate food to support local food banks, because when our neighbors thrive, we all thrive. They collected 3,815 food items and raised \$5,640 for 11 food banks across our service area.

This initiative was part of a greater Avangrid-wide effort across 27 offices in Connecticut, Maine, New York and Oregon for a total collection of more than 10,000 food items donated to 20 food pantries.

Together, we're powering more than homes, we're powering hope for communities.

## It's your choice

You can purchase your electricity and/or natural gas supply from us or a supplier, also known as an Energy Services Company (ESCO).

- Determine who you currently buy your electricity and/or natural gas supply from.
- Ask questions and compare supplier offers.
- Choose the best value for you.

To learn more, visit [nyseg.com/Choice](https://nyseg.com/Choice).

Remember, with any supplier you choose, we will continue to deliver your energy safely and reliably, and we'll be here 24 hours a day to respond to emergencies.

