

We Are Here to Help You

- >> **We are committed to providing you with safe, reliable energy delivery.**
- >> **We also offer many services designed with you in mind.**

Services and Programs

Budget Billing: Our Budget Billing service lets you spread your energy costs evenly over 12 months.

Special Identification: If everyone in your household (including you) is either blind or disabled, 18 years of age or under, or at least 62 years of age or older, contact us so we can code your account.

Friendly Reminder: Have a relative, friend or agency receive important information about your NYSEG account.

Sight-Saver Bill: Visually-impaired customers may request a large-print bill free of charge.

Life Support Customers: If you or someone in your household relies on life-sustaining equipment, contact us immediately.

Department of Social Services (DSS): If your energy bills are paid by DSS voucher, you should monitor your energy use, DSS payments and amount due as DSS may not be paying the full amount owed, requiring you to pay the difference.

Home Energy Assistance Program (HEAP) grants provide utility payments to income-eligible customers from November until funds are exhausted.

NYSEG's Energy Assistance Program (EAP) is designed to help eligible customers gain control of their energy bills. The program has two levels of assistance, bill credits and arrears forgiveness. EAP bill credits are available to any customer who receives a HEAP benefit. No application is needed. A limited number of EAP participants will be able to apply for our EAP arrears forgiveness program. EAP bill credits will continue each year as long as a HEAP benefit is applied to your NYSEG account. Be sure to let us know if you receive HEAP for service from a company other than NYSEG.

The Project SHARE Heating Fund is designed to help income-eligible NYSEG customers as well as active members of the military and veterans within the NYSEG service area with energy bill emergencies. Customers must have active service to participate. For eligibility information, call the Project SHARE Heating Fund at **1.800.599.4327** or visit heartshare.org. Heart Share Human Services of New York administers the Project SHARE Heating Fund.

Convenient Bill Payment Options

- **Enroll in our Autopay service** by completing the form on the back of your bill payment stub or at nyseg.com. The amount due will be deducted from your bank account 23 days after we mail your bill.
- **Go paper-free with our e-Bill service:** Save stamps, checks and paper. You can combine Autopay and e-Bill to ensure you never miss a payment.
- **Use our e-Payment service** to make a secure electronic payment from your checking account while still receiving a paper bill. No enrollment or login is needed. Pay online at nyseg.com or call our self service line at **1.800.600.2275**.
- **Quick pay kiosks** allow you to make a secure payment at our walk-in offices – just have your payment stub or account number handy.

Other Important Information

Meter Readings: NYSEG attempts to read meters every other month. If the meters are located inside your home, contact us to discuss meter reading options.

Fraud: If you suspect that someone has used your name to obtain service or suspect someone is tapping into your service, contact NYSEG.

Moving: When moving, contact NYSEG as soon as possible. We can schedule turning on or turning off service well in advance.

How to Contact Us

Natural gas odors or emergencies:
1.800.572.1121 (24 hours a day, every day)

Electricity interruptions or emergencies:
1.800.572.1131 (24 hours a day, every day)

Customer relations center: **1.800.572.1111**

Payment arrangements: **1.888.315.1755**

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

Self service line: **1.800.600.2275**

