

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 to learn more.



Use less energy

Take control of your energy costs with our no-cost or low-cost energy-saving 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/SmartEnergy to get started.



Manage your bill

We’re here to help with resources and assistance to manage your monthly bills.

- **Energy Manager**, our free online tool, gives you secure access to your energy use and personalized tips to reduce it. Log into My Account and view your energy use down to the hour, powered by your smart meter.
- 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.
- **Having trouble managing energy bills?** We have payment plans and assistance programs that can help. Log into My Account to view available payment plan options or contact us at **888.315.1755** so we can find a solution together.



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 to view a list of current suppliers and some helpful questions to ask suppliers as you shop.

For a full list of programs
visit nyseg.com/HelpWithBill

