



Budget Billing: Spread your energy costs evenly

Benefits:

- Helps avoid seasonal bill fluctuations from heating and/or cooling.
- Allows you to know your bill in advance.

How it works:

- We calculate your yearly bill based on last year's electricity and/or natural gas use.
- We divide it into 12 equal monthly payments.
- We periodically review and adjust your payment if needed.
- At the end of 12 months, we balance your account and re-enroll you automatically.
- Your budget difference for the year, a credit or balance owed, is applied to "clean-up" your budget.

Tracking your payments:

Each bill you receive will show a Budget Billing Summary, found on page 1 of your bill. It shows:

- Your plan end date.
- Current month's installment.
- Actual charges since you started your budget year.
- Budget amounts billed thus far.
- The difference between your actual charges and the budget amount billed.

You can enroll, increase or cancel your Budget Billing installments by logging into your account at nyseg.com or rge.com or by calling our automated services line.

We're here to help



Scan this QR code or visit
nyseg.com/HelpWithBill
to learn more about all of
our assistance programs.



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rge.com/HelpWithBill to
learn more about all of our
assistance programs.



Visit nyseg.com

Call our automated
service line **800.600.2275**
available 24/7.

Deaf and hard of hearing
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

Call our automated
service line **800.295.7323**
available 24/7.

Deaf and hard of hearing
dial **711** (New York Relay
Service).

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

Billing assistance programs for New Yorkers

Your guide to helpful resources
from NYSEG and RG&E



 **NYSEG · RG&E**
Part of the Avangrid family



HEAP and EAP: Support for your household

If you're facing an energy emergency or need help managing your monthly energy bills, help is available.

Home Energy Assistance Program (HEAP)

HEAP helps income-eligible households pay for energy costs. You may receive one regular benefit per season and possibly emergency benefits, depending on available funds. **Apply early — funding is limited.**

Visit mybenefits.ny.gov or contact your county's department of social services to learn more and apply.

Energy Affordability Program (EAP)

EAP provides monthly bill credits to eligible customers. If your HEAP grant is applied to your active account, you're automatically enrolled — no application needed. Enrollment continues each year you receive HEAP. If you receive HEAP but your benefit is applied to another fuel vendor, or you receive other state assistance, you may qualify for EAP.

Programs that may qualify you for EAP:

- Supplemental Nutrition Assistance Program (SNAP)
- Medicaid
- Veterans Disability or Survivors Pension
- Supplemental Security Income (SSI)
- Bureau of Indian Affairs General Assistance (if living on tribal lands)
- Head Start (if living on tribal lands)
- Tribal TANF (if living on tribal lands)
- Food Distribution Program on Indian Reservations (if living on tribal lands)
- Home Energy Assistance Program (HEAP)
- Lifeline Telephone Service Program (Lifeline)

Please see the next page for directions on how to apply.

How to apply for EAP

Please visit nyseg.com/EAPApply or rge.com/EAPApply to download, complete and submit your application with supporting documentation.

- We'll review your documentation and enroll you in EAP or contact you if we need more information.
- To stay enrolled, you must reapply each year with updated documentation.

What to expect with EAP:

- EAP provides a monthly bill credit, shown under delivery charges on your bill.
- You'll also be referred to **EmPower+** for free energy services like home assessments and efficiency upgrades — available to renters and homeowners.

Please visit nysenda.ny.gov/EmPower to learn more.



Additional resources



Energy Manager



Our Energy Manager tool helps you better understand your energy usage. This innovative solution lets you view your data down to hourly consumption, making it easier to identify ways to reduce your energy use.

Visit nyseg.com/MyAccount or rge.com/MyAccount to get started.



Usage Alerts



If you have a smart meter, our Usage Alerts will send weekly updates with your usage and daily averages for the current billing period. This is a great way to help you stay informed and in control of your energy use so you can make adjustments before your bill arrives.

Visit nyseg.com/MyAccount or rge.com/MyAccount to get started.