



**Closure of New York State Electric and Gas
Corporation Mechanicville, NY Customer Office**
March 24, 2017

Communication Messages

Messaging for Customers & Other Stakeholders – Closing NYSEG Walk-In Customer Office at Mechanicville

Key Messages 1 of 2

- We're closing the NYSEG walk-in customer office located at 6 Werner Road, Route 146, Clifton Park, New York, effective 4:30 p.m., April 28, 2017.
- Over time, more and more of our customers have chosen to pay their bill without coming to the office. Instead, our customers are choosing to pay their bills online, by AutoPay with payments automatically deducted from their bank account each month, by using our self-service phone number, by mailing their payments and by paying at our many pay agent locations.
- We're ready to serve you without the need for you to come to this office. Here's how:
 - **Payment:**
 - **Online at nyseg.com:** Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code or check.
 - **AutoPay automatic payments from your banking account:** Enroll by visiting nyseg.com, calling our self-service number at **1.800.600.2275**, mailing the back of your bill stub or by calling Customer Service and speaking with a Customer Service Representative at **1.800.572.1111**, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
 - **In person:** At Walmart or Kmart locations nationwide, Western Union, and grocery store locations: Convenient Corner Mart, Shurfine Food Center, Tops Markets. A complete list is available at nyseg.com.
 - **Call our self-service number: 1.800.600.2275**, 24 hours/7 days. Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **By mail: NYSEG, P.O. Box 847812, Boston, MA 02284-7813.** Payment by check or money order.
 - **Call Customer Service:** Speak with a Customer Service Representative at **1.800.572.1111** (refer above for hours). Make payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code or check.
 - **Payment Arrangements by calling 1.888.315.1755** and speaking with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.

Messaging for Customers & Other Stakeholders – Closing NYSEG Walk-In Customer Office at Mechanicville

Key Messages 2 of 2

- **Continued –**
- **We're ready to serve you without the need for you to come to this office. Here's how:**
 - **Customer Service (Starting, Ending Service and more)** at nyseg.com or calling **1.800.572.1111** to speak with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
 - **Emergency Services:**
 - If you are experiencing a **natural gas emergency**, or if you **smell a natural gas odor**, go outside and immediately call **911 or NYSEG at 1.800.572.1121**.
 - If you are experiencing a **life-threatening electricity emergency**, immediately call **911**. For outage reporting and information, visit nyseg.com and click on "Outage Central" or call **1.800.572.1131**.
- **How will customers and others learn about the office closing:**
 - Customers, public officials, local departments of Social Services will be notified through direct mail and/or email, office signage and handouts, our website, news releases.
 - PSC staff will be notified through submission of our communications plan.
 - Employees will be notified about the office through meetings, postings in our Intranet and other online sites (FAQs, CS Training SharePoint), email, and talking points.
- **If queried only:** The Customer Service will continue to work in the Mechanicville Office.
- **We remain dedicated to providing you with safe, reliable energy delivery, excellent customer service and a commitment to the community and environment. Thank you for the opportunity to serve you!**

Signage

We're closing this office for customer service at 4:30 p.m., April 28, 2017.

We're ready to serve you without the need for you to come to this office. Here's how:

- **Make a Payment:**
 - **Online at nyseg.com.**
 - **Using our [AutoPay service](#)** with automatic payments deducted from your banking account.
 - **In person** at Walmart or Kmart locations nationwide, Western Union, and grocery store locations: Convenient Corner Mart, Shurfine Food Center, Tops Markets. A complete list is available at nyseg.com.
 - **Calling our self-service number at 1.800.600.2275, 24/7.**
 - **By mail to NYSEG, P.O. Box 847812, Boston, MA 02284-7813.**
 - **Calling Customer Service and speaking with a Customer Service Representative at 1.800.572.1111, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.**
 - **Payment Arrangements by calling 1.888.315.1755** and speaking with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
- **Customer Service (Starting, Ending Service and more) at nyseg.com or calling 1.800.572.1111** to speak with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
- **Emergency Services:**
 - If you are experiencing a **natural gas emergency**, or if you **smell a natural gas odor**, go outside and immediately call **911** or **NYSEG** at **1.800.572.1121**.
 - If you are experiencing a **life-threatening electricity emergency**, immediately call **911**. For outage reporting and information, visit nyseg.com and click on "Outage Central" or call **1.800.572.1131**.

AVANGRID Logo

Thank You

NYSEG Logo

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Signage – Details

	Pre-Close Date	Post-Close Date
Mechanicville Office	<ul style="list-style-type: none">▶Front Door▶Cashier/Kiosk Area▶Drop-Box▶Drive-thru Window▶Signage/Holder for Handout	<ul style="list-style-type: none">▶Front Door With Holder for Handout▶Remove Drop-Box and Replace With Signage/Holder for Handout

Messaging for Customers & Other Stakeholders – Closing NYSEG Walk-In Customer Office at Mechanicville

Handout – Side 1

We're Closing the NYSEG Mechanicville Office for Customer Service , 4:30 p.m., April 28, 2017

We're ready to serve you without the need for you to come to this office. Here's how:

- **Payment:**
 - **Online at nyseg.com:** Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code or check.
 - **AutoPay automatic payments from your banking account:** Enroll by visiting nyseg.com, calling our self-service number at **1.800.600.2275**, mailing the back of your bill stub or by calling Customer Service and speaking with a Customer Service Representative at **1.800.572.1111**, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
 - **In person:** At Walmart or Kmart locations nationwide, Western Union, and grocery store locations: Convenient Corner Mart, Shurfine Food Center, Tops Markets. **Refer to reverse side for locations.** A complete list is also available at nyseg.com.
 - **Call our self-service number: 1.800.600.2275**, 24 hours/7 days. Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **By mail: NYSEG, P.O. Box 847812, Boston, MA 02284-7813.** Payment by check or money order.
 - **Call Customer Service:** Speak with a Customer Service Representative at **1.800.572.1111** (refer above for hours). Make payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **Payment Arrangements:** Call **1.888.315.1755** and speak with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
- **Customer Service Including Starting and Ending Service :** Visit nyseg.com or by calling **1.800.572.1111** to speak with a Customer Service Representative.
- **Emergency Services:**
 - If you are experiencing a **natural gas emergency**, or if you **smell a natural gas odor**, go outside and immediately call **911** or **NYSEG** at **1.800.572.1121**.
 - If you are experiencing a **life-threatening electricity emergency**, immediately call **911**. For outage reporting and information, visit nyseg.com and click on "Outage Central" or call **1.800.572.1131**.

We remain dedicated to providing you with safe, reliable energy delivery, excellent customer service and a commitment to the community and environment. Thank you for the opportunity to serve you!

AVANGRID Logo

NYSEG Logo

Handout – Side 2

Payment In Person Locations:

- **Walmart or Kmart locations nationwide. Walmart and Kmart locations near the Mechanicville area:**
 - Wal-Mart Stores, Inc. #02844, 1549 Rt. 9, Halfmoon, NY 12065
 - Wal-Mart Stores, Inc. #07346, 579 Troy-Schenectady Road, Latham, NY 12110
 - Wal-Mart Stores, Inc. #2415, 3429 State Street, Schenectady, NY 12304
 - K-Mart #3600, 93 West Campbell Road, Rotterdam Square Mall, Schenectady, NY 12306

- **Western Union locations near the Mechanicville area:**
 - Regina Check Cashing #15, 1249 State Street, Schenectady, NY 12304
 - Regina Check Cashing #11, 315 State Street, Schenectady, NY 12305
 - Kelton Avenue Beverage, 2-6 Kelton Avenue, Schenectady, NY 12304

- **Grocery store locations near the Mechanicville area:**
 - JP Gas & Mart, 281 Altamont Avenue, Schenectady, NY 12304
 - Olympia Deli Grocery, 95 Congress Street, Troy, NY 12180
 - 5 Star Food Mart, 380 5th Avenue, Troy, NY 12182
 - Union Convenience, 1502 Van Vranken Avenue, Schenectady, NY 12308
 - NewWay Deli Grocery, 1102 Congress Street, Schenectady, NY 12303
 - Hannaford Supermarkets
 - #8376, 262 Saratoga Road Route 50, East Glenville, NY 12302
 - #8362, 96 Wolf Road, Colonie, NY 12205
 - #8320, 1400 Altamont Avenue, Schenectady, NY 12303
 - #8386, 579 Troy Schenectady Road, Latham, NY 12110

When paying in person, please keep the following in mind:

- If you need to make a payment fast and in person, pay at any Walmart or Kmart location nationwide - to have a payment post the next business day.
- Pay agents do charge a convenience fee for their service and accept cash, money orders or payments using debit cards with PIN code access (some also accept checks).
- Please bring your bill payment stub when you pay in person and/or your 11-digit NYSEG account number.
- If you have a termination notice which will soon expire, call us at **1.888.315.1755** (Mon-Fri, 7 a.m. to 7 p.m., excluding holidays) prior to making payment at a pay agent.

Messaging for Customers & Other Stakeholders – Closing NYSEG Walk-In Customer Office at Mechanicville

Customer Direct Mail or Email

We're Ready to Serve You

Dear NYSEG Customer,

We're writing to let you know we're closing the NYSEG customer walk-in office located at 6 Werner Road, Route 146, Clifton Park, New York, effective 4:30 p.m., April 28, 2017.

Over time, more and more of our customers have chosen to pay their bill without coming to the office. Instead, our customers are choosing to pay their bills online, by AutoPay with payments automatically deducted from their bank account each month, by using our self-service phone number, by mailing their payments and by paying at our many pay agent locations.

Rest Assured - We're Ready to Serve You Without the Need for You to Come to This Office

Please refer to the enclosed information listing the many options available for paying your bill and for all your customer service needs.

We remain dedicated to providing you with safe, reliable energy delivery, excellent customer service and a commitment to the community and environment. Thank you for the opportunity to serve you!

Sincerely,

NYSEG Customer Service

P.S. Check out the enclosed information to learn how we can serve you without the need for you to come to our office!

Encl: Handout