

# Liberty office will be closing permanently for Customer Service

(Effective April 18, 2022)

## We can help you

### Convenient ways to pay

- **Pay by Mobile App** – Download our FREE Mobile App and manage your account.
- **Call our Automated Phone System** – **800.600.2275**, option “2”, available 24/7.
- **Call Customer Service** – **800.572.1111**, 7 a.m. - 7 p.m., Monday - Friday, excluding holidays.
- **Make a Payment Online** – Fast, secure, easy, and convenient at **nyseg.com**.
- **Make a Payment Arrangement** – **888.315.1755**, 7 a.m. - 7 p.m., Monday - Friday, excluding holidays.
- **Pay by Mail** – NYSEG, P.O. Box 847812, Boston, MA 02284-7812.
- **Pay in Person** – NO FEE at approved pay agents, visit **nyseg.com** for current list.
- **Set up AutoPay** – Automatic payments, on time, every month from your bank account.
- **Enroll in eBill** – Receive reminders when it's time to view or pay your bill. Plus, schedule one-time or automatic payments.

### Customer Service (starting/ending service and more)

- **Visit us online** – **nyseg.com**.
- **Call Customer Service** – **800.572.1111**, 7 a.m. - 7 p.m., Monday - Friday, excluding holidays.

### Emergency Service

- 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 **800.572.1121**.
- If you are experiencing a **life-threatening electricity emergency**, immediately call **911**. For outage reporting and information, visit **nyseg.com** or call **800.572.1131**.

*Thank you for the opportunity to serve you!*

**nyseg.com**



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