



Customer Communications

July 6, 2021

Walk-In Office Closures

Messaging for Customers & Other Stakeholders – Hornell

Key Messages 1 of 3

- We're closing the NYSEG walk-in customer office located at 7760 Industrial Park Rd. Hornell effective September 18, 2021.
- This location has been closed since March 17, 2020 due to the COVID-19 pandemic.
- For customers who prefer to continue paying their bill in-person, we have many approved pay agent locations who will process in-person payments for free.
- Over time, more and more of our customers have chosen to pay their bill without coming to the office thanks to numerous convenient methods available to them.
- Our customers are choosing to pay their bills by using the following:
 - Our Mobile App
 - Online
 - Our self-service number
 - In-person at our many approved pay agent locations with no convenience fee
 - Mailing payments
 - AutoPay with payments automatically deducted

Messaging for Customers & Other Stakeholders – Hornell

Key Messages 2 of 3

Continued –

- **We're ready to serve you without the need for you to come to this office. Here's how:**
 - **Mobile App:** Download the free NYSEG app from the App Store or Google Play by searching NYSEG or text **APP** to **697-348**. View and pay bill by credit card (Visa, MasterCard, Discover).
 - **Online at nyseg.com:** Payment by checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **In person:** At pay agent locations, Western Union, Walmart or Kmart. A complete list of our approved pay agents with no convenience fee is available at nyseg.com.
 - **Call our automated phone system: 1.800.600.2275**, Available 24/7. Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **By mail: NYSEG, P.O. Box 847812, Boston, MA 02284-7812**. 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 checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **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.
 - **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.
 - If necessary, we will schedule a meeting to meet with you in person. Call Customer Service at **1.800.572.1111**.

Messaging for Customers & Other Stakeholders – Hornell

Key Messages 3 of 3

Continued –

- **Customer Service** (Start, Stop or Transfer service) 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 **1.800.571.1131**.
- **How will customers and others learn about the office closing:**
 - Customers, public officials and local departments of Social Services will be notified through direct mail and/or e-mail, office signage, phone calls and our website.
 - PSC staff will be notified through submission of our communications plan.
- **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!**

Messaging for Customers & Other Stakeholders – Lancaster

Key Messages 1 of 3

- We're closing the NYSEG walk-in customer office located at **150 Erie St., Lancaster** effective September 18, 2021.
- This location has been closed since March 17, 2020 due to the COVID-19 pandemic.
- For customers who prefer to continue paying their bill in-person, we have many approved pay agent locations who will process in-person payments for free.
- Over time, more and more of our customers have chosen to pay their bill without coming to the office thanks to numerous convenient methods available to them.
- Our customers are choosing to pay their bills by using the following:
 - Our Mobile App
 - Online
 - Our self-service number
 - In-person at our many approved pay agent locations with no convenience fee
 - Mailing payments
 - AutoPay with payments automatically deducted

Messaging for Customers & Other Stakeholders – Lancaster

Key Messages 2 of 3

Continued –

- **We're ready to serve you without the need for you to come to this office for payment. Here's how:**
 - **Mobile App:** Download the free NYSEG app from the App Store or Google Play by searching NYSEG or text **APP** to **697-348**. View and pay bill by credit card (Visa, MasterCard, Discover).
 - **Online at nyseg.com:** Payment by checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **In person:** At pay agent locations, Western Union, Walmart or Kmart. A complete list of our approved pay agents with no convenience fee is available at nyseg.com.
 - **Call our automated phone system: 1.800.600.2275**, Available 24/7. Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **By mail: NYSEG, P.O. Box 847812, Boston, MA 02284-7812**. 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 checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **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.
 - **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.
- If necessary, we will schedule a meeting to meet with you in person. Call Customer Service at **1.800.572.1111**.

Messaging for Customers & Other Stakeholders – Lancaster

Key Messages 3 of 3

Continued –

- **Customer Service** (Start, Stop or Transfer service) 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 **1.800.571.1131**.
- **How will customers and others learn about the office closing:**
 - Customers, public officials and local departments of Social Services will be notified through direct mail and/or e-mail, office signage, phone calls and our website.
 - PSC staff will be notified through submission of our communications plan.
- **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 Details

	Pre-Close Date	Post-Close Date
Hornell	▶Front door COVID-19 temporarily closed signage	▶Front Door ▶Remove Drop-Box and Replace With Signage/Holder for Handout
Lancaster	▶Front door COVID-19 temporarily closed signage	▶Front Door ▶Remove Drop-Box and Replace With Signage/Holder for Handout

Signage and Customer Cards (example)

Hornell office will be closing permanently for Customer Service (Effective September 18, 2021)

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



Hornell office will be closing permanently for Customer Service (Effective September 18, 2021)

We can help

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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.



You can make a payment
WITHOUT a fee
at approved pay agents

Pay agent locations near Hornell, NY

Walmart Location

Wal-Mart Stores, Inc.
1000 State Route 36
Hornell, NY 14843

Western Union Locations

Big M
56 W. Main Street
Canlsteo, NY 14823-1034

7-Eleven
315 Canlsteo Street
Hornell, NY 14843-1816

Dollar General
187 Main Street
Hornell, NY 14843-1524

7-Eleven
51 Seneca Street
Hornell, NY 14843

Dollar General
7451 Seneca Road N.
Hornell, NY 14843-9642

Walgreens
12 Park Drive
Hornell, NY 14843

7-Eleven
22 Main Street
Almond, NY 14804-9797

K-Mart Location

K-Mart
420 W. Morris Street
Bath, NY 14810

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!



DRAFT/03/2021 Design/06.22.21

Customer Letter (example)



We're Ready to Serve You

~~Customer~~
MAddr1
MAddr2
MAddr3

Dear ~~Customer~~,

We're writing to let you know we're permanently closing our customer walk-in office located at 7760 Industrial Park Road, Hornell, NY 14843. (Effective September 18, 2021)

Rest assured – we're ready to serve you without the need for you to come to this office.

For customers who prefer to pay their bill in person, we have many approved pay agents conveniently located near our Hornell office. You can make a payment WITHOUT A FEE at these pay agents. Please reference the pay agent list on reverse side or visit [nyseg.com](https://www.nyseg.com) for current list.

Many of our customers are choosing to pay their bills using our Mobile App. You can also pay online or use AutoPay with payments automatically deducted from your bank account each month. In addition, you could pay by using our Automated Phone System or by mailing your payments.

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 Team

You can make a payment WITHOUT A FEE at approved pay agents

Pay agent locations near Hornell

Walmart Location

Wal-Mart Stores, Inc.
1000 State Route 36
Hornell, NY 14843

Western Union Locations

Big M
56 W. Main Street
Canisteo, NY 14823-1034

Dollar General
187 Main Street
Hornell, NY 14843-1524

Dollar General
7451 Seneca Road N.
Hornell, NY 14843-9642

7-Eleven
22 Main Street
Almond, NY 14804-9797

7-Eleven
315 Canisteo Street
Hornell, NY 14843-1816

7-Eleven
51 Seneca Street
Hornell, NY 14843

Walgreens
12 Park Drive
Hornell, NY 14843

K-Mart Location

K-Mart
420 W. Morris Street
Bath, NY 14810

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!

Customer Email (example)



[View in browser](#)

We're Ready to Serve You

We're writing to let you know we're closing the NYSEG customer walk-in office located at 7760 Industrial Park Road, Hornell, NY, 14843 effective September 18, 2021.

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:

- By downloading our free [Mobile App](#)
- Online at nyseg.com
- Using our [self-service phone number](#) to make a phone payment
- By [mailing](#) a payment
- By paying at our many [pay agent locations](#) with no convenience fees
- By using [AutoPay](#) to have payments automatically deducted from their bank account each month

Rest assured - we're ready to serve you without the need for you to come to this office.

Please visit us at nyseg.com to view 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



[Website](#)



[My NYSEG Account](#)



[Contact Us](#)

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FINAL/NGSE001/04-21

P.O. Box 5240, Binghamton, NY 13902-5240

[Unsubscribe](#)