

Customer Communications

July 6, 2021

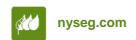
Walk-In Office Closures

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

- 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.



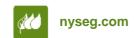


Messaging for Customers & Other Stakeholders – Hornell

Key Messages 3 of 3

- 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!



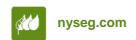


Messaging for Customers & Other Stakeholders – Lancaster

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

- 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

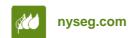
- Customer Service (Start, Stop or Transfer service) at nyseg.com or calling 1.800.572.1111 to speak with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
- Emergency Services:
 - If you are experiencing a **natural gas emergency**, or if you **smell a natural gas odor**, 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

An AVANGRID Company DELETE HOLDER DANS HALLE

Hornell office will be closing permanently for Customer Service

(Effective September 18, 2021)

We can help

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 Mall-NYSEC, P.O. Box 847812, Boston, MA 02284-7812.
- Pay in Person NO FEE at approved pay agents, visit nyseg.com for a 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.



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

> 315 Canisteo Street Hornell, NY 14843-1816

51 Seneca Street

Hornell, NY 14843

Hornell, NY 14843

7-Eleven

Walgreens

12 Park Drive

Pay agent locations near Hornell, NY

Walmart Location

Wal-Mart Stores, Inc.

1000 State Route 36 Hornell, NY 14843

Western Union Locations

56 W. Main Street Canisteo, NY 14823-1034

Dollar General

187 Main Street Hornell, NY 14843-1524

Dollar Ceneral

7451 Seneca Road N. Hornell, NY 14843-9642

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!



An AVANGRID Company nyseg.com

DRAFTS NCSCOOR Design (06.22.2)





Customer Letter (example)



We're Ready to Serve You

MAddrl

MAddr2 MAddr3

Dear Eulblasse.

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 Homel office. You can make a payment WITHOUT A FEE at these pay agents. Please reference the pay agent list on reverse side or visit nyseq.com

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 appartunity 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

Blg 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

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 appartunity to serve your

315 Canisteo Street

51 Seneca Street

Hornell, NY 14843

Hornell, NY 14843

7-Eleven

Walgreens

12 Park Drive

Hornell, NY 14843-1816

Customer Email (example)



View in browser

Unsubscribe

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 <u>nyseg.com</u>
- 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

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





