



Customer Care

www.lipower.org

Online Services for Customers
Easy, Convenient, Secure
and Smart!



www.lipower.org

LIPA Online

Interested in managing your LIPA account online?

LIPA's "My Account" section makes it a snap to handle everything to do with your LIPA account 24 hours a day, 7 days a week, whenever you want. From paying your bill to entering meter readings, LIPA's "My Account" is secure, convenient and easy.



- View your LIPA bill
- Close or transfer your LIPA account
- Request new service
- Pay through your bank at LIPA's Web site – you can pay your LIPA bill, and all your household bills at one time
- Make payments online
- View your payment history
- Enter your meter reading, avoid estimated readings. Log on to **Account Services** and click on the "**Enter a Meter Read**" link
- Check out your electric usage over the past several months
- Sign up for LIPA's innovative programs
 - **LIPA eNews** - electronic newsletter
 - **Balanced Billing** - A payment plan that spreads out your energy costs over the year.
 - **eLERT** - instead of a paper bill, receive monthly emails notifying you that your bill is ready to be viewed and paid online
 - **DirectPay** - gives you the ability to have your electric bill paid directly from your bank account, automatically
 - **EasyStreet** - you can receive notification that your bill is ready to be viewed via email, and, your bill payment will be automatically deducted from your bank account.

Want to save energy dollars? LIPA online can help!

- Log on to www.lipower.org/residential/tools/ – LIPA’s “Home Energy Center” and analyze your home’s electric usage. Calculate how much your appliances use, and learn how to save money and energy.
- Find out about LIPA’s Clean Energy Programs like Cool Homes, ENERGY STAR®-rated Lighting and Appliances, Solar Pioneer and more.

Just browsing? LIPA’s Web site is interesting and informative.

You could spend HOURS reading all the information on the LIPA Web site. And with each visit, you’ll learn something new. Such as:

- ***Electric Universe*** - electric safety for kids, parents and educators
- Purchase energy efficient products online
- Learn about ***LIPA’s Green Choice Program*** - supporting green energy for Long Island’s future generation
- ***LIPA’s Storm Center*** - information about storms, outages and emergency preparedness
- ***LIPA’s News Center*** - has the latest information and initiatives
- ***LIPA brochures, bill inserts and newsletter archives***
All this and much more is available with the click of a mouse, at your convenience, 24 hours a day, seven days a week

AND MORE!

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LIPA Online is NOT just for residential customers – check out our services for business!

Businesses large and small can take advantage of the useful information on our Web site. Find out about:

- Downloading an application for service
- Energy & money saving ideas and programs
- Economic development expansion on Long Island
- Online services for business customers - online payment, eLERT, DirectPay, TEMPO and more
- Useful links to Web sites of interest for businesses – free assistance and information
- Information for Trade Allies
- Red Book Online - download your copy of the Red Book, The Long Island Power Authority's Specifications and Requirements for electric installations
- Business Analyzer - compare your usage to that of similar businesses and get energy saving ideas
- eNews - electronic newsletter for business

Whether you want to browse through our publications and information, or sign up for "My Account" to save YOUR time and energy, visit us today at www.lipower.org. We'll be there for



you...24 hours a day, seven days a week.

LIPA is committed to providing the best possible service for our customers. That includes the latest in Internet technology!

As the importance of the Internet continues to grow, LIPA's Web site has kept pace with the ever-changing needs of our customers.



www.lipower.org
1-800-490-0025



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