



Sign up for Outage Alerts at [rge.com](http://rge.com) **Now** with two-way texting

# EnergyLines

February 2018

Save paper — sign up for eBill and view this newsletter online, too!

## Have you signed up for Outage Alerts?

### Instant updates are available right now!

No matter what the groundhog said, Old Man Winter and his storms are not through with us yet. Sign up for our FREE **Outage Alerts** service today and you'll have all the information you need at your fingertips — without freezing them off!

You've got the power if your power goes out. Just text the keyword **STATUS** to **743898** and we'll send you a text alert with the latest outage information. Go ahead, give it a try now even if your power is on. We'll let you know that we have no outages detected and how to report an outage.

Visit [rge.com](http://rge.com) and sign up today!



## Our payment options are a win-win for you

We have a winning combination of convenient payment options that you're sure to love. With so many different ways to pay your bill, we make it easy, convenient and just right for you.



### Enroll in AutoPay

Your payment is deducted monthly from your bank account.



### Pay online

Use your credit card or checking account at [rge.com](http://rge.com) **without any processing fees.**



### Pay by phone

Make a payment quickly and easily at **1.800.295.7323.**



### Pay in person

Visit our authorized payment agencies and walk-in office payment kiosks.

Visit [rge.com](http://rge.com) for more information about our many billing and payment options.



## Sign up for eBill now for your chance to win \$100!

Enroll in **eBill**, our FREE online billing service, in the month of February and you'll be automatically entered for a chance to **win a \$100 bill credit!** **eBill** is convenient, safe and secure. And, you won't have to check your mail box this winter for your paper bill!

For complete contest details and to enroll in **eBill**, visit [rge.com](http://rge.com). Enrollment in **eBill** is not required to participate. Enter by February 28, 2018, for your chance to win.



*With eBill, check your inbox from the comfort of your home this winter!*

Follow us on:  

## A little goes a long way

Join our company, other customers and our employees in helping veterans, active military personnel and others in need by making a donation to the **Project SHARE Heating Fund**. Since 1982, this fund has helped 59,080 families with grants totaling more than \$16 million.

Three easy ways you can make your donation to the **Project SHARE Heating Fund**:



1. Through **Automatic Giving** by having us add a whole dollar amount to your future RG&E bill. Enroll in Automatic Giving by visiting [rge.com](http://rge.com) and clicking on "**Giving Back**," then on "**Helping those in need**," and then on "**Automatic Giving**."
2. Add exactly \$1, \$2 or \$5 to your next RG&E bill payment.
3. Send a check in any amount payable to **Project SHARE Heating Fund**, and mail to HeartShare Human Services of New York, 12 Metro Tech Center, 29th Floor, Brooklyn, NY 11201.

## You're going to love these new products

Your Energy Savings Store has been open for more than a year, and we've been growing!

In addition to a wide variety of smart thermostats, LED lighting and power strips, we're also offering some cool new products. Here are just a few:

- Solar-powered speakers
- Rechargeable bike lights
- LED speaker bulbs
- Portable solar panels
- Wi-Fi security cameras
- Visit [rge.com](http://rge.com) to view them all!

## You have options

**Compare supply prices and terms of service to find what's best for you**

1. Determine who you currently buy your electricity and/or natural gas supply from. With any supplier you choose, we at RG&E will continue to provide you value by delivering your energy safely and reliably.
2. Ask suppliers questions.
3. Compare supplier offers.
4. Choose the best value for you. To learn more, visit [rge.com](http://rge.com) and click on "**Energy Supply Choice Resources: Shop for Value**."



## HEAP and EAP can help you manage energy bills

**The Home Energy Assistance Program (HEAP)** is a federal grant program that assists income eligible households in paying for energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season and may also be eligible for emergency HEAP benefits. **Both the regular and emergency HEAP programs are currently open and will close when funds are exhausted.** For more information or to apply online, go to [mybenefitsny.gov](http://mybenefitsny.gov).

2017 - 2018 Income Eligibility Guidelines for HEAP	
Household Size	Monthly Income (gross)
1	\$2,318
2	\$3,031
3	\$3,744
4	\$4,457
5	\$5,170
6	\$5,883
7	\$6,017
8	\$6,150
9	\$6,284
10	\$6,418
11	\$6,733
12	+ \$523

**Our Energy Assistance Program (EAP)** helps eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Monthly Bill Credit and EAP Limited Benefit Arrears Forgiveness.

**You pay less with our EAP Monthly Bill Credit Benefit.**

Monthly bill credits are available automatically if you have a HEAP grant on an active RG&E account.

If HEAP is supplied to your account with another fuel vendor **you must provide a copy of your HEAP award letter** to us at Energy Assistance Program, RG&E, 89 East Avenue, Rochester, NY 14649-0001. Or fax it to: **585.771.6383**.

For more information, please visit [rge.com/YourAccount/HEAPandEAP](http://rge.com/YourAccount/HEAPandEAP).