

EnergyLines

Manage your account anytime, anywhere with our **Mobile App!**



RG&E

An Avangrid company

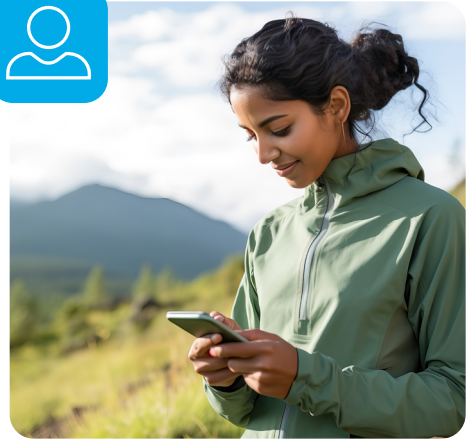
Ready to explore? Join us online!

My Account is a safe and secure way to manage your RG&E account in one convenient place.

- View your bill and online payment history.
- Choose how and when to pay.
- Track your energy usage.
- Manage your alerts and notifications.

Creating your account is easy. Visit rge.com/MyAccount and have your account number ready.

Go on! Join the thousands of other customers who are enjoying the ease of online account management.



Don't wait for winter, we can help you now



Getting ready for the change of season is easy with these three tips to help you prepare.

1. Manage your energy bill

- Our **Energy Assistance Program (EAP)** offers a monthly discount on your energy bill. If you receive state assistance, you may qualify.
- Spread your energy costs evenly over 12 months for more predictable monthly payments with **Budget Billing**.

Visit rge.com/HelpWithBill for a complete list of services available to help you understand and manage monthly energy costs.

2. Assess your home's opportunities

- Use our **energy IQ test** to identify areas of improvement. Then review our no-cost and low-cost **energy-saving tips** to make your space more energy efficient, without sacrificing comfort.

Find these tools and more at rge.com/Efficiency-Resources.

3. Prep your home

- **Home insulation and air sealing** can help you enjoy a more comfortable and energy-efficient home. With annual energy savings and up to a \$2,000 instant rebate there is no better time to get started.
- **RG&E Smart Solutions** offers instant rebates on energy-saving products like thermostats, home weatherization kits and water fixtures.
- No cost energy efficiency solutions are available to income-eligible New Yorkers, whether you rent or own, through **NYSERDA's EmPower+**.

Visit rge.com/EnergyEfficiencyPrograms to learn more about these programs and our full offering of resources available to help you prepare.





Meet Ava, your new energy assistant

We understand how important it is for you to have easy access to information. That's why we've introduced **Ava**, our new 24/7 web chat tool designed to assist you with your questions.

Plus, our new online support page offers transaction assistance and helpful information. Give Ava and our support page a try at rge.com.

Free energy resources for educators, parents and kids

If you want to teach your students – or your own children – about energy safety, our free educational resources are just a click away at rge.com/School. There you'll find:

- Information about the power of electricity with our interactive **Electric Universe** and natural gas safety with **Energy Underground**.
- **Grrrr the Natural Gas Safety Bear** coloring book and **Watts the Wizard** safety posters to print and color.
- Our **"Being Nosey Can Keep You Safe"** school kit designed for grades 1 through 5. Order your free kit with our convenient online order form.



If you or a member of your household relies on life-sustaining equipment, don't wait, contact us now at **1.800.743.2110**. We offer special, personalized benefits and services for customers with life-sustaining equipment.



Stay away from downed power lines and tell others to stay away. No line is safe to touch, **ever**. Call us right away at **1.800.743.1701** to report downed power lines.

Look up...look out

When working outside, be aware that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors, and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.



Dig safe

Having underground utilities (electric and natural gas lines) marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

Call 811 or use the online form at UDigNY.org between two and 10 working days before you start to dig. It's free, it's easy and it's the law.

