

You CAN kickstart your new year

Start your new year off right with these tools that can help you manage your electricity use.

C=Control

You can manage the price you pay for your energy supply by shopping and comparing supply choices. Visit rge.com/Choice to start exploring.

A=Avoid

Avoid seasonal fluctuations by enrolling in Budget Billing. You'll pay a stable monthly payment based on your annual energy use over the past year. Enroll today at rge.com/MyAccount.

N=New products

Visit rgesmartsolutions.com for deals and rebates on energy-saving products.

Be sure to visit rge.com/UnderstandYourUsage for more tips on how to manage your energy use.



Help when you need it

We understand life can be unpredictable. If you're struggling with your bill, we're ready to help. Check out these supportive programs:

- The **Home Energy Assistance Program (HEAP)** and **Emergency HEAP** provide federal grant money to income-eligible customers to help pay heating costs and may also assist with weatherization needs. Both programs are accepting applications.
- Our **Energy Affordability Program (EAP)** offers a monthly discount on qualifying customers' energy bills.
- **NYSERDA's EmPower+** program offers no cost energy efficiency solutions to income-eligible customers who rent or own.

Visit rge.com/HelpWithBill to learn about these and other programs.

2024-2025 Income Eligibility Guidelines for HEAP

Household Size	Annual Income (gross)
1	\$39,874
2	\$52,143
3	\$64,412
4	\$76,681
5	\$88,949
6	\$101,218
7	\$103,519
8	\$105,819
9	\$108,120
10	\$110,420
11	\$112,721
12	\$115,021
13	\$119,430
Each Additional	\$8,070



Help us help others

The **Project SHARE Heating Fund** helps income-eligible customers who are having trouble managing their energy bills. You can help us help them by adding exactly \$1.00, \$2.00 or \$5.00 to your bill payment, or enroll in automatic giving online at rge.com/ProjectShare. Thank you!



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Streetlight upgrades planned for 650 lights

We are replacing 650 lights across six circuits in the town of Brighton and the village of Pittsford over the next few years. These investments are part of our commitment to improve service and reliability. We are replacing two historic streetlight circuits that have been in operation for almost 100 years, upgrading more than 250 streetlights between Monroe and Highland Avenue.

We worked with the community and the Brighton Historic Preservation Committee to install special lighting that will maintain the existing historical appearance and style of the streetlights in the area. Incandescent arc bulbs will be upgraded to modern LED bulbs, improving system reliability and making it safer for pedestrians.



Generator safety tips

If severe weather knocks out your power, please review these safety tips before using your portable or permanent generator.

- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home.
- Use properly sized extension cords in good condition.

Please visit rge.com/GeneratorSafety to read and download our **Emergency Generator Safety** brochure.

Winter safety tips

- Electric and natural gas meters and regulators should be kept clear of ice and snow by using a broom or by hand – not a shovel.
- Never bury electric or natural gas meters, natural gas pipes or natural gas regulators with snow.
- Please clear a pathway to outside meters so we have clear and safe access.
- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of carbon monoxide.
- If your meter becomes encased in ice, or begins to make an unusual noise, please call us at **800.743.2110**.

