

August 2025

# EnergyLines

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



**RG&E**

An Avangrid company

## Free tools for a stress-free summer

If you're heading to the beach, the mountains or just away from home, managing your RG&E bill should be the last thing on your mind. With our free online tools, you can stay in control, no matter where summer takes you.

- **eBill.** Get your bill by email, not paper. It's fast, secure and perfect for travelers. Signing up is easy at [rge.com/MyAccount](https://rge.com/MyAccount) or with our free Mobile App.
- **AutoPay.** Set it and forget it. Your bill is paid automatically, on time, every time. You can sign up for AutoPay, too, at [rge.com/MyAccount](https://rge.com/MyAccount) or with our free Mobile App.
- **Mobile App.** Pay bills and track your energy use, anytime, anywhere. Text **APP** to **743898** and we'll send you a link to download our free Mobile App.

No stress. No missed payments. Just summer fun!



Scan here  
to download  
our free  
Mobile App



## Beat the heat with these deals

In these dog days of summer, your home may need weatherization solutions more than ever. Keep cool with special discounts at [rgesmartsolutions.com/Weatherization](https://rgesmartsolutions.com/Weatherization).

Benefits include:

- Stay cool. Seal drafts to keep in the cool air.
- Save energy. Lower your energy use with improved efficiency.
- Increase home value. Invest in long-term upgrades.

Shop today to stay cool tomorrow.

## It's nice to know what to expect

Some surprises are good, but not fluctuating energy bills. With Budget Billing, you'll know what to expect in your energy bill every month. No surprises!

The benefits of Budget Billing include:

- Pay the same amount every month.
- Track your payments and energy use in the summary included on your bill so you don't end up with a large difference in your annual clean up bill.
- No interest charges even if your payment is less than your actual use.

It's easy to sign up. Use our free Mobile App or visit [rge.com/MyAccount](https://rge.com/MyAccount).





## Manage your service quickly and easily

Whether you're relocating, closing your summer place or heading to college, our online moving tool lets you stop, start or transfer your RG&E service in minutes.

Why use our online tool?

- Start or stop service anytime, anywhere.
- Save time, no need to call.
- Perfect for seasonal homes and student moves.
- Simple, secure and available 24/7.

No phone calls. No waiting. Just fast, convenient service when you need it most. Take one thing off your moving checklist at [rge.com/Moving](https://rge.com/Moving).

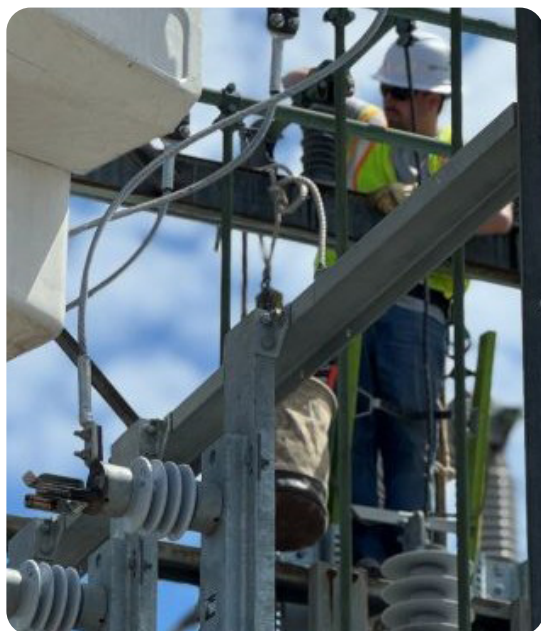
## Powering progress: Substation upgrade

We have launched a \$3.3 million upgrade to the West Irondequoit substation to improve reliability for more than 5,000 customers and meet growing energy demands across the state.

Key benefits of the project include:

- Fewer outages and faster restoration
- Remote monitoring for quicker response
- Increased capacity and upgraded equipment

This project is part of our commitment to strengthening New York state's energy grid and supporting vibrant, growing communities. By investing in advanced technology and infrastructure, we're ensuring that our communities have the reliable, sustainable energy they need today and tomorrow.



## The choice is yours

Shopping for an energy supplier may be another way to help manage your energy costs. Visit [rge.com/Choice](https://rge.com/Choice) for a supplier list and questions to ask them. With any supplier you choose, we will deliver your energy safely and reliably, and we are here – 24/7 – to respond to emergencies.



## What is an Excess Flow Valve?

In rare cases, careless excavation work can damage the natural gas lines that serve you. For added protection, installing an Excess Flow Valve (EFV) can shut off the flow of natural gas automatically if the line is damaged or broken.

EFVs are not designed to shut off the flow of natural gas for low volume leaks or a faulty appliance. EFVs are only for services with an operating pressure greater than 10 pounds per square inch and a total service load of 1,000 standard cubic feet or less.

For more information on installation requirements and costs, visit [rge.com/EFV](https://rge.com/EFV).

