



RG&E

An AVANGRID Company

EnergyLines

Manage your account anytime, anywhere with our [new Mobile App!](#)

How can I control my energy use?

We can't control the weather or the market price of energy, but we can help you manage your monthly energy use with free programs and services, including:

- **Energy-Savings Products.** Our online store, [RG&E Smart Solutions](#) is loaded with energy-saving products including smart thermostats, LEDs and more, with exclusive, instant rebates available on many products. Shop today at [rgesmartsolutions.com](#).
- **Smart Energy Programs.** Our **Smart Energy** programs make it easy for you to reduce your energy use at home and at your business. Visit [rge.com/EnergyEfficiencyPrograms](#) to see our lineup of programs and services.
- **Meter Read Reminder Alerts.** Consider providing a meter reading on the months we estimate so you're billed for your actual energy use. It's easy when you receive a convenient reminder with **Meter Read Reminder Alerts**. Learn how to read your meter by watching our video at [rge.com](#). Sign up today at [rge.com/alerts](#).
- You can manage the ups and downs of seasonal changes in your energy bill when you sign up for our FREE **Budget Billing** service. Sign up today by using our **Mobile App**, logging into your account at [rge.com](#), or calling our self-service line at **800.295.7323** (press option 2 for Billing and Payments).



"I've been using a smart thermostat for the past 4 years. It helps me better manage my energy usage on a day-to-day basis which helps to reduce my monthly energy bill."
— Mike J., NY Customer



Check out these resources for help with your bill

If you're having difficulty managing your energy bills, we have free programs and services available to help you get caught up and manage your energy costs. Below are just a few resources designed to help.



- The **Home Energy Assistance Program (HEAP)**^{*} and **Emergency HEAP**^{*} are federal grant programs that help income-eligible households pay for energy bills, repairs and weatherization.
- The **HEAP Regular Arrears Supplement (RAS)**^{*} benefit is available to help HEAP-eligible households who have fallen behind on their utility bills during the COVID-19 pandemic, but do not qualify for the utility assistance offered by **New York's Emergency Rental Assistance Program**.
- Our **Energy Assistance Program (EAP)** helps eligible customers manage their energy bills through a monthly bill discount. You're automatically enrolled with a current **HEAP** benefit, and we've recently expanded eligibility criteria with a new application if you receive other assistance.
- **Project SHARE** helps qualifying customers, active military members and veterans. Applications must be submitted by an authorized intake agency or by calling **HeartShare Human Services of New York** at **800.599.4327**. To find an intake agency in your area, please call **844.579.5555** or visit [heartshare.org](#).

For a full list of programs visit [rge.com/HelpWithBill](#).

^{*}Your county's Department of Social Services is currently accepting applications for all HEAP programs. Please visit [mybenefits.ny.gov](#) to apply or learn more.

RG&E President and CEO among top 25 energy and environmental leaders in NY

RG&E President and CEO Carl A. Taylor has been ranked 22nd on the City & State Magazine Energy and Environment Power 100 List.

"My personal motto of '**Customers First**' remains our guiding principle as we work each day to deliver safe and reliable power to you and your family. This involves continued investments in the reliability and resiliency of the energy system. Beyond serving your energy needs, staying connected to the communities we serve is extremely important to us. As members of the community, we take pride in volunteering in our cities and towns throughout the year." Taylor said.

This list recognizes influential New York State leaders who shape energy, environmental protection and conservation policies. City & State is a media organization covering New York's local and state politics and policy.



RG&E President and CEO, Carl A. Taylor

Power On: Investments for enhanced reliability

Meeting the energy needs of our customers has remained our priority since our company was founded more than a century ago. That's why we're dedicated to investing in our delivery system and making critical upgrades year-round. From replacing our power lines to upgrading to new equipment — it all translates to safe and reliable service for you.

To help us meet that goal, we have begun upgrades to substation 43 in the North Winton Village area. The project will rebuild the facility to increase its capacity to serve customers and create a more reliable and resilient energy grid for the residential and commercial customers served by the substation.

The project will also upgrade the existing control house and substation equipment, including installing two new state-of-the-art transformers. The substation rebuild is estimated to be complete by the end of 2022.

You can count on us to continue making investments in our system so you can power your day for years to come.



Artist rendering of the upgraded North Winton Village area substation



It's your choice

You can purchase your electricity and/or natural gas supply from us or a supplier, also known as an energy services company (ESCO).

- Determine who you currently buy your electricity and/or natural gas supply from.
- Ask questions and compare supplier offers.
- Choose the best value for you.

To learn more, visit rge.com/choice.

Remember, with any supplier you choose, we will continue to deliver your energy safely and reliably, and we'll be here 24 hours a day to respond to emergencies.



Lots to love about eBill

eBill, our paperless billing service, is a great choice. It's safe, secure and fast! You're going to love being able to:

- Sign up for **eBill** online at rge.com – there is no waiting and no cost to you.
- View and pay your bill with our FREE **Mobile App**. Download it by texting **APP** to **743898**.
- Pay online anytime or schedule payments automatically with **AutoPay**.

Sign up for **eBill** today at rge.com, or get it on our **Mobile App**. You'll love it!

