



An AVANGRID Company

# EnergyLines

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

## So long summer, hello My Account

Now is a great time to fall into organization



Scan here to get started  
with [My Account!](#)

Don't have a smartphone?  
Go to [rge.com/MyAccount](https://rge.com/MyAccount).

**My Account** can help you manage your RG&E account all in one place. Create your online account today and get access to all the latest tools to keep you, your bill and your account organized.

### eBill

- Never misplace a bill
- Set payment reminders
- View up to 13 months of eBills

### AutoPay

- Safe, secure, convenient
- Never miss a payment

### Alerts

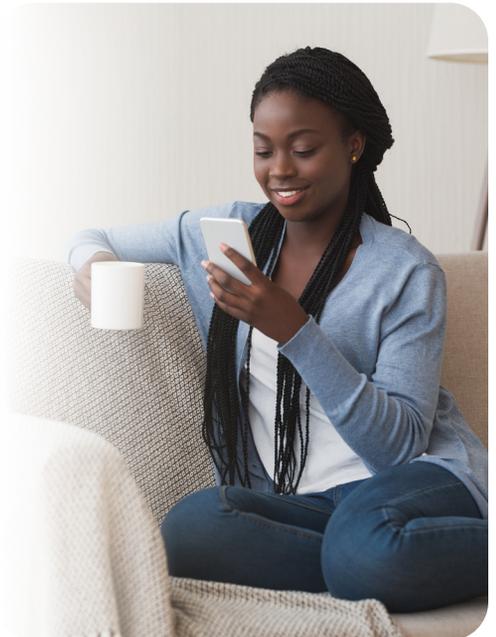
- Receive [Meter Read Reminder](#) and [Outage Alerts](#)
- Get payment notifications

### Budget Billing

- Energy costs spread evenly over 12 months
- Know what your bill will be each month

## Managing your monthly bill – let us help

1. Check out our lineup of Smart Energy programs at [rge.com/EnergyEfficiencyPrograms](https://rge.com/EnergyEfficiencyPrograms). Our programs and incentives make it easy for you to save energy at your home or business.
2. Shop for your natural gas and/or electricity supply through an Energy Services Company at [rge.com/choice](https://rge.com/choice).
3. We've expanded eligibility for ([Energy Assistance Program EAP](#)), so you may qualify for help. Plus, if you're enrolled in [EAP](#) by December, you'll automatically qualify and receive a one-time Electric and Gas Bill Relief Program bill credit to reduce your past-due balance for service billed through May 1, 2022. Visit [rge.com/EAPapply](https://rge.com/EAPapply) to see if you qualify today.
4. Sign up for [Meter Read Reminder Alerts](#). When you send us your meter reading, you pay for your actual energy use instead of an estimate.



# RG&E receives Emergency Response Award

We have been honored with the Edison Electric Institute (EEI) Emergency Response Award for restoring power to about 56,000 customers following a severe windstorm in December.

Wind gusts in Rochester, caused serious damage to the power grid, including more than 600 downed wires and 116 broken poles. We managed to restore full service in less than 72 hours.

“Our teams always respond urgently and efficiently to outages caused by increasingly severe weather events, but the storm in December caused extensive damage to our network,” explained Pedro Azagra, CEO of AVANGRID. “I am extremely proud of the way our team responded.”



## In the community

### 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/schools](http://rge.com/schools).

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](http://UDigNY.org) between two and 10 working days before you start to dig. It's free, it's easy and it's the law.

