



RG&E

An AVANGRID Company

EnergyLines

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

Together we can help feed those in need

Now is the time to go paperless with **eBill**. For every **eBill** signup we receive in November and December, we'll donate \$1.00, up to \$2,500 to Foodlink.

Foodlink is a Rochester-based nonprofit dedicated to ending hunger and building healthier communities by addressing the symptoms and root causes of food insecurity.

With **eBill** you can:

- View and pay your bill securely online
- Receive an email as soon as your bill is ready
- View your previous eBills

Your **eBill** signup will help end food insecurity in our communities.



Help us reach our goal! Sign up for eBill today at rge.com/eBill.

Scan here to sign up for **eBill**!

Don't have a smartphone?
Go to rge.com/eBill to sign up today.



Control and comfort this winter – here's how!

As the days get shorter and temperatures get colder, you can take control of your energy use while you stay warm and comfortable.

Here are some easy actions you can take to decrease your energy use.

- Visit our online store at rgesmartssolutions.com for great **Black Friday** and **Cyber Monday** deals and rebates on energy-saving products exclusively for our customers.
- Install a smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to LEDs.

Find more energy-savings tips by visiting rge.com/UnderstandYourUsage.

We can help

If you are facing challenges with your energy bill, you are not alone. We can help.

- Visit [rge.com/MyAccount](https://www.rge.com/MyAccount) to view your available payment plan options or call us at **877.266.3492** so we can find a solution together.
- The **Home Energy Assistance Program (HEAP)** is a federal program that helps income-eligible households pay for energy bills, weatherization and repairs. The program is currently open and accepting applications.
- We've expanded eligibility for the **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://www.rge.com/EAPapply) to see if you qualify today.
- Avoid seasonal fluctuations with **Budget Billing**. Enroll today using our **Mobile App**, visiting [rge.com](https://www.rge.com), or by calling our self-service line at **800.295.7323** (press option 2).
- You can also manage the price you pay for the supply portion of your energy bill by shopping for your energy supplier. Visit [rge.com/choice](https://www.rge.com/choice).

Please visit [rge.com/HelpWithBill](https://www.rge.com/HelpWithBill) for a complete list of programs and services.

Learn more about smart meters

We will be installing smart meters across our service areas over the next couple of years. To help you get ready and learn more about smart meters, we have posted informational videos at [rge.com/SmartMeters](https://www.rge.com/SmartMeters).



Video topics include:

- What is a smart meter?
- What to expect with installation
- Benefits of smart meters
- New tools and resources



Patricia Nilsen, RG&E President and CEO, talks about smart meters in our online videos.

How is my electricity generated?

Your electricity supplier is required by the New York State Public Service Commission (PSC) to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

The most recent data (calendar year 2020) is provided by the PSC and the New York State Energy Research and Development Authority (NYSERDA).

- If you receive your electricity supply from us, your environmental disclosure information is provided in the chart located at the right and at [rge.com](https://www.rge.com).
- If you receive your electricity supply from a supplier other than us and your supplier's charges are included in your **RG&E** bill, your supplier's environmental disclosure is published periodically as a separate bill insert with your **RG&E** bill.
- If you buy electricity from a supplier other than **RG&E**, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.

For more information on environmental disclosure, please contact the PSC at **888.Ask.PSC1 (888.275.7721)** or NYSERDA at **866.NYSERDA (866.697.3732)**.

Fuel Sources Used to Generate Your Electricity

- January 2020 through December 2020
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	2%
Hydroelectric	10%
Natural Gas	46%
Nuclear	35%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	Less than 1%
Solid Waste	2%
Wind	3%
Total	100%

Air Emissions Relative to the New York State Average

- January 2020 through December 2020

