



February 2016

EnergyLines

Pay bills online - rge.com/online

If the Power Goes Out, You Won't Be in the Dark

Sign up to receive Outage Alerts your way for your location

When powerful winter storms strike, our crews are ready. If the power goes out, we'll work safely and as quickly as possible to restore power.

Now, you can get the updates you need during an outage with our new **Outage Alerts!** When you sign up, you'll:

- Receive an alert by text, phone or email if your power goes out.
- Receive an estimated time of restoration.
- Receive a notice when your power is restored.
- Receive alerts only when you want them. Set alerts on "quiet" any time you wish.
- Sign up more than one person per household to receive Alerts.
- Receive alerts for other locations like a camp or an elderly parent's home.

We'll be there to restore your power — and with our new Outage Alerts, you won't be in the dark! Sign up today at rge.com.



RGE Alert: Outage at or near 123 Main Street. Estimated restore: 2/15 1:30 PM
Customers out: 237
Reply HELP for options



RGE Alert: **Update** on outage at or near 123 Main Street
Estimated restore: 2/15 2:45 PM
Customers out: 237
Reply HELP for options



RGE Alert: Power is now restored at 123 Main Street. Call 1-800-743-1701 if power still out.

Check Out Enhancements to Our Electricity Outage Map

When there's an electricity outage, use our enhanced Outage Map to stay informed. Visit rge.com and click on "Outage Central" and then on "Electricity Outage Map" to check out the following map features and more:



- Access the map from any device: smartphone, tablet, computer.
- Use the "My Locations" feature to customize and store for quick viewing multiple locations, such as your home, camp, or an elderly parent's home. Save these just like a bookmark.
- View the estimated restoration time for each outage on the map.

Your Dollars Help Those Facing Energy Emergencies

Join our company, other customers and our employees in helping veterans, active military personnel and others in need by making a donation to the **Project SHARE Heating Fund**. Since 1982, this fund has helped **57,500 families with grants totaling more than \$15.6 million.**



3 easy ways you can make your donation to the Project SHARE Heating Fund:

1. Through **Automatic Giving** by having us add a whole dollar amount to your future RG&E bill. Enroll in Automatic Giving by visiting rge.com and clicking on "Giving Back," then on "Helping those in need," and then on "Automatic Giving."
2. Add exactly \$1, \$2 or \$5 to your next RG&E bill payment.
3. Send a check in any amount payable to **Project SHARE Heating Fund**, and mail to HeartShare Human Services of New York, 12 Metro Tech Center, 29th Floor, Brooklyn, NY 11201.

Follow us on:  

Your Electricity and Natural Gas Supply – Shop for Value!

Compare supply prices and terms of service to find what's best for you

1. Determine who you currently buy your electricity and/or natural gas supply from.
2. Ask suppliers questions.
3. Compare supplier offers.
4. Choose the best value for you.

With any supplier you choose, we at RG&E will continue to provide you value by delivering your energy safely and reliably.

To learn more, visit rge.com and click on “**Energy Supply Choice Resources: Shop for Value.**”



HEAP and EAP Can Help You With Energy Emergencies

The Home Energy Assistance Program (HEAP) is a federal grant program assisting income eligible households in paying for energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season and may also be eligible for emergency HEAP benefits. **Your county's Department of Social Services is accepting applications now** with both programs closing when funds are exhausted. **For more information or to apply online, go to mybenefitsny.gov.**

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,244
2	\$2,935
3	\$3,625
4	\$4,316
5	\$5,006
6	\$5,697
7	\$5,826
8	\$5,956
9	\$6,085
10	\$6,215
11	\$6,671

Our Energy Assistance Program (EAP) provides eligible customers with a **monthly bill credit (Basic Benefit)** and a **credit to reduce past due balances (arrears forgiveness Limited Benefit)**.



If you have a HEAP grant on an active RG&E account, you're automatically receiving the monthly bill credit. And, you're receiving a credit to reduce your past due balance if you:

- Pay your RG&E bills in full and on time each month; and
- Have a past due RG&E account balance between \$240 and \$1,500; and
- Have not previously been enrolled in the EAP Limited Benefit and terminated for non-payment.

If HEAP is supplied to your account with another fuel vendor, and you want to receive our EAP Benefits:

- **You'll need to take action:** Please **provide a copy of your HEAP award letter to us** at Energy Assistance Program, RG&E, 89 East Avenue, Rochester, NY 14649-0001. Or fax it to: **585.771.6383**.

For more information, please visit rge.com and click on “**Your Account**” and then on “**Energy Assistance: HEAP and EAP Can Help.**”

Same Great Service

We have completed a merger with United Illuminating Company (UIL) and our new parent Company is called **AVANGRID**. Our name, **RG&E** (Rochester Gas & Electric), will remain the same.

We will continue to provide you with safe, reliable electricity and natural gas delivery service, as we have for over 150 years. And, our commitment to exceptional customer service remains the same.

You can count on the same local people serving you.

Our billing and payment addresses will not change and we'll continue to provide you with the best products and services we have to offer.

For more information, visit rge.com and avangrid.com.