



December 2016

EnergyLines

Save paper — sign up for eBill and view this newsletter online, too!

The information you need during an outage

Sign up for FREE Outage Alerts for you and your loved ones

When powerful winter storms strike, our FREE **Outage Alerts** can help you weather the storm. You'll get up-to-date outage information for your location and can also receive alerts for others, like an elderly parent's home or a camp, so you can plan for the time the power is out and be safe.

When you sign up for **Outage Alerts** you will:

- Receive an alert by text, phone and/or email if the power goes out.
- See an estimated time of restoration so you can plan.
- Receive a notice when the power is restored.
- Get alerts for other locations to help make sure your loved ones are safe.
- Sign up more than one person per household to receive alerts.

Sign up for **Outage Alerts** today at rge.com and get the peace of mind you need during a New York winter.



Natural gas, the natural choice for you

Is your home located near one of our existing natural gas mains? Are your neighbors enjoying the many benefits of natural gas while you're struggling with alternate heat source deliveries and high heating bills?

If you answered yes to either of these questions, then now is a great time to convert to natural gas! Natural gas is convenient, economical and versatile.

From cozy natural gas fireplaces to worry-free natural gas heating systems for your home or business, and an endless supply of hot water from a natural gas water heater, natural gas has it covered.

Convert to natural gas today and start saving with:



- **More than \$1,000** in rebates available when you convert your central heating and water heating systems to select high efficiency natural gas equipment.
- Free service installation from the street to your home or business if you are 100 feet or less from our natural gas main.
- Lower annual heating bills compared to heating oil or propane.

Start saving today by visiting rge.com/gasconnect.



Now open!

Visit Your Energy Savings Store at rge.com for deals on energy-saving products.

Follow us on:  

Facing an energy emergency? HEAP and EAP can help!

The **Home Energy Assistance Program (HEAP)** is a federal grant program that assists 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. Regular HEAP opened November 14, 2016. Emergency HEAP opens January 3, 2017. **Your county's Department of Social Services will accept applications on or after these dates.** Both programs will close when funds are exhausted. **For more information or to apply online, go to mybenefitsny.gov.**

2016 - 2017 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,300
2	\$3,007
3	\$3,715
4	\$4,423
5	\$5,130
6	\$5,838
7	\$5,971
8	\$6,103
9	\$6,236
10	\$6,369
11	\$6,671
12	+ \$520

Our Energy Assistance Program (EAP) helps eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Monthly Bill Credit and EAP Limited Benefit Arrears Forgiveness.

You pay less with our EAP Monthly Bill Credit Benefit.

Monthly bill credits are available automatically if you have a HEAP grant on an active RG&E account. However, if HEAP is supplied to your account with another fuel vendor, **you must 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/YourAccount/HEAPandEAP.

Manage your winter energy bills and save

- Enroll in our **Budget Billing** service to keep your RG&E bill steady over 12 months.
- Take advantage of our **energy efficiency programs** offering rebates.
- **Compare and shop for your energy supply.** With any supplier you choose, RG&E will continue to deliver your energy safely and reliably.

Save money using these low-cost, no-cost tips:

- **Use efficient lighting:** Switch from traditional light bulbs to compact fluorescent ones or LEDs, and switch off lights when they are not in use.
- **Set the thermostat:** During winter months, set your thermostat between 65 to 70° when you're at home and 58° when you're away from home. Keep the thermostat higher if an infant, ill, or elderly person lives with you.

Safety tips for winter weather

- Stay clear of electric and natural gas meters to avoid damaging them, inadvertently disrupting service or putting yourself in danger.
- Please do clear a pathway to outside meters so your RG&E meter reader has clear and safe access. We'll then be able to provide you with a bill based on your actual energy use.
- Never bury electric and natural gas meters, natural gas pipes or natural gas regulators with snow.
- Natural gas appliance chimneys and vents should be kept free of snow and ice to prevent the build-up of potentially-deadly carbon monoxide.

For more information visit rge.com/UsageandSafety.



Enjoy the gift of convenience all year round

Our billing and payment options are designed to meet your needs and offer simplicity and convenience. View your bill online anytime with **eBill**. Enroll in **AutoPay** and you'll never have to lift a finger. Choose **Budget Billing** to spread your energy costs evenly throughout the year.

Visit rge.com to enroll in one, two or all three services!