



Don't Worry — We're On It Our new Outage Alerts will keep you informed

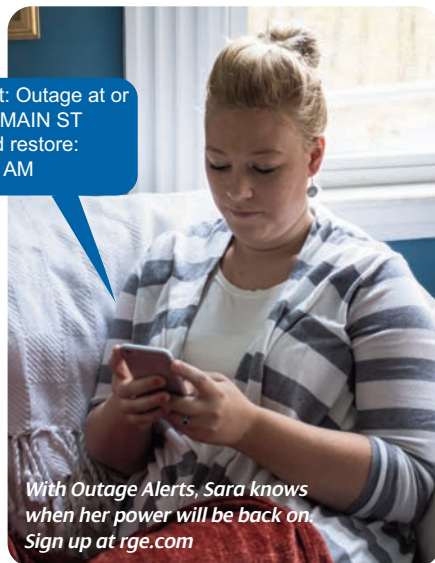
You can count on us to keep the power on, but sometimes powerful winter storms can cause power outages. Our crews are ready to work as safely and quickly as possible to restore power.



RGE Alert: Outage at or near 123 MAIN ST
Estimated restore: 1/8 10:30 AM

Now, you can stay informed during an outage with our new **Outage Alerts**. When you sign up, you can:

- Receive an alert by text, phone or email if your power goes out.
- See the estimated time of restoration so you can plan.
- Receive a notice when your power is restored.
- Set your alerts on quiet time to get alerts only when you want them.
- 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.



With Outage Alerts, Sara knows when her power will be back on. Sign up at rge.com

With our new **Outage Alerts**, if the power goes out, you won't be in the dark! Sign up today at rge.com.

Start Your Year Off Right — Get Organized With eBill

Make the switch to **eBill** to reduce clutter and get organized. **eBill** is an easy, convenient way to access your bills when you need them. With **eBill**, you can:

- View 12 months of bills online.
- Receive helpful payment reminders before the due date.
- Store previous bills all in one place for easy record-keeping.

Visit rge.com to sign up today!



And, This Year, Let Your Bills Pay Themselves!

With **Autopay**, you never have to lift a finger to pay your bill. It's just a few clicks to enroll, and we'll do the work from there — your payment will be made on time automatically each month, guaranteed. Visit rge.com to sign up today!

Benefits of Regular Meter Readings

When you make sure we have safe and clear access to your RG&E meter on your scheduled meter reading dates, we're able to obtain actual meter readings.

Actual meter readings benefit you because your bill is then based on your actual energy use.

To learn more about options for actual meter readings, please visit rge.com, click on **"Your Account"** and then on **"Reading Your Meter."**



Helping our Customers With Energy Emergencies: HEAP and EAP Can Help!

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:

- 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, click on **"Your Account"** and then on **"Energy Assistance: HEAP and EAP Can Help."**

Giving Back to Our Communities — Project SHARE Heating Fund Now Accepting Grant Applications!

Starting January 4, 2016, the **Project SHARE Heating Fund**, administered by HeartShare Human Services of New York, will accept applications until funds are exhausted. Applicants may apply once every 12 months for grants up to \$350.

Eligible customers can apply by:

- Calling HeartShare directly at **1.800.599.4327**; or
- Calling **1.844.579.5555** or visiting heartshare.org to find an intake agency in your area.

To be eligible, you must:

- Have an active RG&E account; and
- Have an active disconnect notice; and
- Meet the HEAP income guidelines, except: **Active duty military members** and **well-discharged veterans may qualify regardless of income.**



Caring for You and Your Family: Winter Safety Tips

When removing snow and ice from driveways and sidewalks:

- Never bury electric and natural gas meters, natural gas pipes and natural gas regulators with snow.
- Natural gas appliance chimneys and vents should be kept free of snow and ice to prevent build-up of potentially-deadly carbon monoxide.

Before using a generator, review these safety tips:

- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Read, understand and follow the manufacturer's instructions.
- To find more generator safety tips, please visit rge.com, click on **"Usage and Safety,"** then on **"Electrical Safety,"** and then on the **"Generator Safety"** icon.



Part of RG&E's commitment to the environment, produced with 100% wind power on recycled paper using soy inks.

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