



**New!** Sign up for Outage Alerts at [rge.com](http://rge.com)

February 2017

# EnergyLines

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

## Our customers love our payment options

We offer a variety of convenient payment options that you're sure to love. With so many different ways to pay your bill, we're sure to make it easy, convenient and just right for you.



### Enroll in AutoPay

Your payment is deducted monthly from your bank account.



### Pay online

Use your credit card or checking account at [rge.com](http://rge.com) without any processing fees.



### Pay by phone

Make a payment quickly and easily at **1.800.295.7323**.



### Pay in person

Visit our authorized payment agencies and walk-in office payment kiosks.

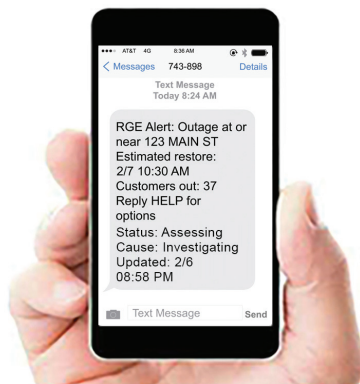
Visit [rge.com](http://rge.com) for more information about our many billing and payment options.

## Sign up for FREE Outage Alerts

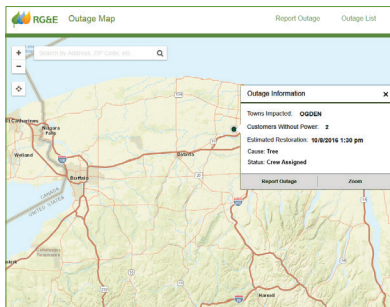
### Personalized outage information you need during an outage

You can get the personalized outage information you need if the worst weather strikes with our **Outage Alerts**. We'll send you updates and an expected time of restoration for your outage.

Now, you can sign up for Outage Alerts on your mobile device. Go to [rge.com/outages](http://rge.com/outages) and sign up today.



## Stay informed with our enhanced electricity Outage Map



When there's an electricity outage, use our enhanced Outage Map to stay informed. Visit [rge.com](http://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, cause and status for each outage on the map.

Follow us on:



# 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](http://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.



# Wrapping up another Week of Warmth

**Our employees donate hats, mittens, scarves and socks to local communities**

Once again this year, we teamed up with our sister company NYSEG for our "Week of Warmth" campaign, which provided more than 2,000 hats, mittens, scarves and socks to local community agencies.

We started the Week of Warmth campaign in 2012, when a group of our employees decided they wanted to do more to give back to their communities.

"The Week of Warmth is a great opportunity for our employees to provide our communities with such an important basic necessity given the harsh winter weather we are all subject to," said Carl Taylor, Vice President, Customer Service.

Our employees held drives at all of our offices around the state, and then worked with our Customer Advocates to deliver the donations to local agencies the week of January 23<sup>rd</sup>.



# HEAP and EAP can help you with energy emergencies

**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.

**Both the regular and emergency HEAP programs are currently open and will close when funds are exhausted.** For more information or to apply online, go to [mybenefitsny.gov](http://mybenefitsny.gov).

**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.

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](http://rge.com/YourAccount/HEAPandEAP).

## 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