



Sign up for Outage Alerts at rge.com **Now** with two-way texting

EnergyLines

December 2017

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

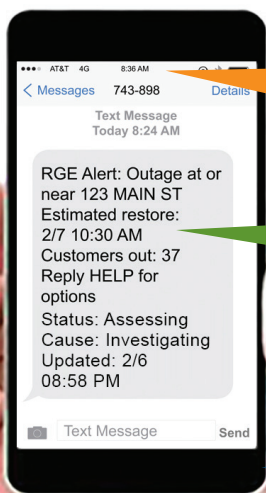
Sign up for FREE Outage Alerts

Winter is here and we want you to be prepared in outage situations. Now, you can get the personalized outage information you need if the worst weather strikes with our **FREE Outage Alerts**.

When you sign up for **Outage Alerts** we'll keep you informed with a text, email and/or phone alert including an estimated time of restoration and an alert when power is restored.

We've also added a new texting option for you to get the most up-to-date outage information quickly and easily. Once you sign up for **Outage Alerts**, simply text the keyword **STATUS** to **743898** anytime, and we'll text you back.

99.97% of the time you can count on us to keep the power on, but if strong storms cause outages, we can help you get prepared. Sign up for **Outage Alerts** and other services at rge.com today.



Set your alert on quiet time to receive them only when you want them

We'll restore power and keep you informed.

See an estimated restoration time so you can plan

Receive alerts by text, email or phone if your power goes out

Information when and how you need it. We're ready.

Safety tips for winter weather

- Please stay clear of electric and natural gas meters to avoid damaging them, inadvertently disrupting service or putting yourself in danger.
- Please 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.



Follow us on:



Sign up now for a chance to win!

Sign up for **eBill**, our FREE online billing service, in the month of December and you could win a **\$500 bill credit!** **eBill** makes paying your bill easy and convenient, and it's safe and secure. You can access your account online from anywhere at any time, get the same information as your paper bill and store up to 12 months of bills online. You can even receive email reminders when you have a new bill due.

Sign up for **eBill** today at **rge.com** and you could be a winner! Keep watching for our other contests throughout the year, too! For complete contest details and to enroll in **eBill**, visit **rge.com** or call **1.800.743.2110**. Enrollment in **eBill** is not required to participate. Enter by December 31, 2017, for your chance to win!

We have what you need to save energy and save money

Your Energy Savings Store is open for business and loaded with great deals. Our online store is an easy and convenient way to redeem instant rebates for most of your energy-efficiency home upgrades.

Whether you want a smart thermostat, LED light bulb, advanced power strip or water-saving product, **Your Energy Savings Store** is the best place to find your next energy-saving device.

Visit **YourEnergySavingsStore.com** today!

Plus, we're offering an **\$85 e-gift card** when you enroll an eligible smart thermostat in our **Smart Savings Rewards** program, just as long as you are one of our electricity customers and have central air conditioning.

Visit **enrollmythermostat.com/smartsavingsroch** to see which thermostats qualify for the program and the gift card.



Having trouble managing energy bills? HEAP and EAP can help!

2017 - 2018 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,318
2	\$3,031
3	\$3,744
4	\$4,457
5	\$5,170
6	\$5,883
7	\$6,017
8	\$6,150
9	\$6,284
10	\$6,418
11	\$6,733
12	+ \$523

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 13, 2017. Emergency HEAP opens January 2, 2018. **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.**

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.

