



RG&amp;E

An AVANGRID Company

# EnergyLines

Manage your account anytime, anywhere with our **new Mobile App!**

## Manage your account with ease

When you download our FREE **Mobile App**, managing your account is easy, convenient and available right at your fingertips.

With our app you can:

- Enroll in **eBill** and **AutoPay**
- Enroll in **Budget Billing**
- View and pay your bill
- Report an outage, and access outage lists and maps to stay informed
- Submit a meter reading – even in the dark with our flashlight feature

Download our **Mobile App** by texting **APP** to **743-898**, and we'll send you a link to download the app in a snap!



## Information at your fingertips

Getting the information you need is easy and available right at your fingertips with our texting features. Sign up to receive alerts and simply text one of the key words below to **743-898**.

- **BAL** to review your account balance and payment due date
- **APP** to download our FREE **Mobile App**
- **READ** to submit your meter reading (with **Meter Read Reminder Alerts**)
- **OUT** to report an outage (with **Outage Alerts**)
- **STATUS** for an update on a power outage (with **Outage Alerts**)

Visit [rge.com](http://rge.com) to learn more and enroll in Outage and Meter Read Reminder alerts.



Helpful Hint:  
Save **743-898** in your contacts as **TEXTRGE** (or something else that's easy to remember) for quick access!

## New programs to better serve you

We're making additional investments in 2021 designed to benefit you today, tomorrow and well into the future. We're also providing support for customers impacted most severely by the COVID-19 pandemic. Our efforts will allow us to continue delivering safe, reliable and affordable service to you - while maintaining among the lowest electric and natural gas rates in the state.

### COVID-19 Bill Relief

- Automatic one-time \$100 COVID-19 bill relief credits were issued to qualifying residential and small business customers in December.
- Implemented more flexible programs to assist our customers who find themselves facing economic hardships due to the pandemic.
- Added two new economic development programs to provide financial relief to businesses impacted by COVID-19.

We will also add line workers and field personnel, increasing local support for storm readiness and system emergencies.

### Improving Reliability

Investments in our infrastructure are designed to reduce service outages and shorten outage times, including:

- Replacing aging equipment and improving reliability.
- Storm resiliency programs to reduce the frequency and duration of outages.
- Investing to ensure the continued safety and reliability of our natural gas system.
- Additional funding for Tree Care programs. Power outages are often caused by trees or branches making contact with our lines.

## Generator safety tips



- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home, unless the generator has a properly installed open-transition transfer switch.
- Use properly sized extension cords in good condition.

Please visit [rge.com](http://rge.com) for more generator safety tips and to download our **Emergency Generator Safety** brochure.

## Safety requires clear access to your meter

- Electric and gas meters and regulators should be kept clear of ice and snow by using a broom or by hand – not a shovel. Never bury electric or natural gas meters, natural gas pipes or natural gas regulators with snow.
- Please clear a pathway to outside meters so your meter reader has clear and safe access. We'll be able to provide you with a bill based on your actual energy use if we can access your meter safely.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **800.743.1701**.



## Need assistance with your energy bill? You may qualify for one of our programs

Are you, or is someone you know, having trouble managing energy bills? We have programs available to help qualifying customers stay safe and warm this winter.

- The **Home Energy Assistance Program (HEAP)**, a federal grant program, helps income eligible households pay for energy bills, repairs and weatherization. You may also be eligible for emergency HEAP benefits. Your county's Department of Social Services is currently accepting applications for both regular and emergency HEAP. Please visit [mybenefits.ny.gov](http://mybenefits.ny.gov) to apply or learn more.
- Our **Energy Assistance Program (EAP)** helps eligible customers manage their energy bills through two levels of assistance: **Monthly Bill Credit** and **Limited Benefit Arrears Forgiveness**. For more information, please visit [rge.com](http://rge.com).
- The **Project SHARE Heating Fund** is open and accepting applications for grants, and will remain open until funds are exhausted. The fund helps qualifying low-income customers, active members of the military and veterans.

Applications for **Project SHARE** grants must be submitted by an authorized intake agency or by calling HeartShare Human Services of New York at **800.599.4327**. To find an intake agency in your area, please call **844.579.5555** or visit [heartshare.org](http://heartshare.org).

### 2020-2021 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,610
2	\$3,413
3	\$4,216
4	\$5,019
5	\$5,822
6	\$6,625
7	\$6,775
8	\$6,926
9	\$7,077
10	\$7,227
11	\$7,378
Each Additional	+ \$560

