



An AVANGRID Company

EnergyLines

Manage your account anytime, anywhere with our [new Mobile App!](#)



Help us reach our goal. Sign up for eBill today at rge.com.

Together we can make a difference!

Now is the time to go paperless with **eBill**. For every **eBill** signup we receive in November and December, **we'll donate \$1.00, up to \$2,500, to Foodlink.**

Foodlink is a Rochester-based nonprofit organization dedicated to ending hunger and building healthier communities by addressing both the symptoms and root causes of food insecurity. Visit foodlinkny.org to learn more.

Your **eBill** signup will help end hunger in our communities, while also helping the environment by reducing paper use. This partnership is a win-win for all.

Sign up today at rge.com/ebill or use our free **Mobile App** to sign up in just one tap. Don't have our **Mobile App**? Simply text **APP** to **743898** and we'll send you a link to download our app.

Help with your bill

Are you – or is someone you know – having difficulty managing energy bills? We have programs and services available to help qualifying customers get caught up and manage energy costs. For a complete list of our programs and services, please visit rge.com/HelpWithBill.

Below are just a few programs designed to meet a variety of needs for you and your family.

- **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.
- **The Home Energy Assistance Program (HEAP)*** is a federal grant program that helps income-eligible households pay for energy bills, repairs and weatherization. Emergency HEAP opens January 3.
- **The HEAP Regular Arrears Supplement (RAS)*** benefit is available to help HEAP-eligible households who have fallen behind on their utility bills during the COVID-19 pandemic, but do not qualify for the utility assistance offered by New York's Emergency Rental Assistance Program.
- **New York's Emergency Rental Assistance Program**** has funding available if you rent your home and need assistance with your rent or utilities. For more information about the program or to apply for help, please visit otda.ny.gov/programs/emergency-rental-assistance or call **844.NY1.RENT (844.691.7368)**.



*Your county's Department of Social Services is currently accepting applications for both HEAP and RAS. Please visit mybenefits.ny.gov to apply or learn more.

**Residents in Rochester and Monroe County can visit monroecounty.gov/hs-rental-assist or call 211. At this time, the City of Rochester and Monroe County are only offering rental assistance (no utility bill assistance).

Look at your day and find ways to save

How much energy you use depends on a variety of factors including how many people are in your home, your daily habits, the weather, and the time of year.

Now that colder months are here, stay comfortable while understanding and managing your energy costs with our free tools and services.

- Purchase energy-saving products directly from **RG&E Smart Solutions**, our online store. We offer great deals and instant rebates on a variety of energy-saving kits and new smart thermostats that will help lower your energy costs. Start shopping right now at rgesmartsolutions.com.
- Avoid the seasonal ups and downs of your energy costs when you sign up for **Budget Billing**. Your energy costs are spread out evenly over 12 months so you know how much your bill will be every month. Sign up by using our **Mobile App**, visiting rge.com, or calling our automated line at **800.295.7323** (press option 2 for Billing and Payments).



We're ready

We prepare year-round for harsh weather conditions and have a trained work force ready at all times.

When a severe weather event is identified, we monitor weather conditions, assess the availability of key resources in our offices and in the field, and participate in mutual aid conference calls if we need additional crews to assist with power restoration.

We're on the line for you 365 days a year to ensure safe, consistent energy delivery and response.

Stay informed if the power goes out. Sign up for **FREE Outage Alerts** today at rge.com/alerts.

Safety tips: Winter weather

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of potentially deadly carbon monoxide.
- Electric and natural gas meters and regulators should be kept clear of snow and ice 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 **800.743.2110**.

For more information, please visit our safety section at rge.com.

Natural gas piping

Homes built after 1990, or older structures that have had work done to the natural gas system, might have corrugated stainless steel tubing (CSST) installed. If the CSST was improperly installed and lightning strikes the structure, the traveling lightning could cause a natural gas leak or possibly a fire.

All homes and businesses should have a professional inspect the natural gas system to identify CSST. If CSST is identified, we recommend that a licensed electrician ensure the CSST is bonded and properly grounded.

It's important to inspect all types of natural gas pipes to make sure they are properly maintained.

For more information, please visit our safety section at rge.com.