

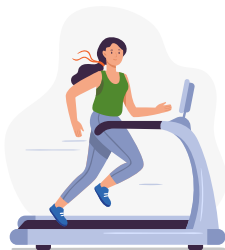


An AVANGRID Company

EnergyLines

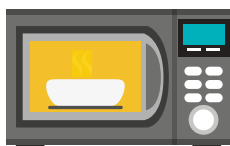
Manage your account anytime, anywhere with our [new Mobile App!](#)

The energy to power your day



Get up!

Exercise for 30 minutes on your treadmill = **5¢**



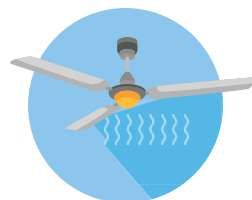
Heat it up!

Cook your lunch for 5 minutes in your microwave = **1¢**



Catch up!

Watch the news or your favorite tv show for an hour = **1¢**



Cool down!

Run your ceiling fan for an hour = **Less than 1¢**

The above calculations use a total per kWh price of 13.6 cents, based on a residential customer on Service Classification No. 1 using 600 kWh of electricity per month, and assuming an average RG&E supply rate of 4.3 cents. Your delivery and supply price will vary, depending on your kWh usage and supply choice. Check your bill for your delivery and supply prices per kWh.

eBill makes my life easier

Here are ways **eBill** can make your life easier, too:

1. Get your bill quickly and securely
2. Viewing and paying your bill is easy, especially when using our free **Mobile App**
3. All your account information is at your fingertips
4. By adding **AutoPay**, your bill is always paid on time

Sign up today at rge.com. What are you waiting for?

“ I prefer hard copies when it comes to reading a newspaper or a book, but I don't miss my RG&E paper bills at all! We've been on eBill and AutoPay for years. Our bill is delivered instantly, and always paid on time. This is one thing I don't even need to think about. ”

Maggie A., eBill customer



We're here to help

We have programs and assistance available to help you understand and manage your energy bill. If you've experienced a change in financial circumstances due to the COVID-19 pandemic, we can help. We offer flexible payment plans with no fees or interest, but it's important you contact us at **877.266.3492** or visit rge.com/HelpWithBill. Contact us today to learn how we can help.



Every drop (and dollar) counts

Water uses more energy than you realize. When you use hot water, it's heated by electricity or natural gas. So, the less water you use, the more energy you'll save.

Our **NEW Water Conservation Kit** will save you water in your kitchen and bathrooms.

The kit is only \$20 and includes:

- 2 Niagara Chrome Sava Spa Showerheads
- 1 Niagara Kitchen Swivel Aerator
- 1 Niagara Bubble Spray Faucet Aerator
- 1 Niagara Pipe Thread Tape

Visit rgesmartsolutions.com and start saving today!

Power On: Improving Reliability

Rochester Area Reliability Project strengthens reliability of energy system in the Greater Rochester region

This spring we celebrated the completion and energization of our Rochester Area Reliability Project (RARP), a \$389 million investment to upgrade the electric transmission system in the Rochester region.

The 10-year project was developed to meet increased demand for reliable electricity, while also accommodating future growth and economic development.

The project included:

- Construction of a new substation in the Town of Henrietta
- Approximately 27.6 miles of new and rebuilt transmission lines in the City of Rochester and the towns of Gates, Chili and Henrietta
- Upgrades to three other existing substations

"RARP has been a key part of our business strategy for many years as we work to help the region unlock its economic potential and attract new industries and businesses to the area," said Carl A. Taylor, President and CEO of RG&E. "We take a lot of pride in caring for the communities that we serve."



Construction of the new Station 255 in the Town of Henrietta, above, is part of the Rochester Area Reliability Project.

Help us help others

You can help bring assistance to veterans, active military personnel and income-eligible families who are facing energy emergencies. Please consider making a donation to Project SHARE at a time when it's needed most. To learn more and to donate, please visit rge.com/projectshare.



Line markers, such as the one above, indicate a buried natural gas pipeline's general location.

We're committed to your safety

We work with industry groups to continually enhance natural gas pipeline safety. We also work with emergency responders, and state and local agencies, to prevent and prepare for emergencies through training and periodic drills.

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. Markers only indicate a pipeline's general location and should not be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact **Dig Safely New York at 811** prior to any excavation.

As an added safety measure against excavation damage, you can request that we install an Excess Flow Valve. For more information on installation requirements and costs, visit rge.com.