



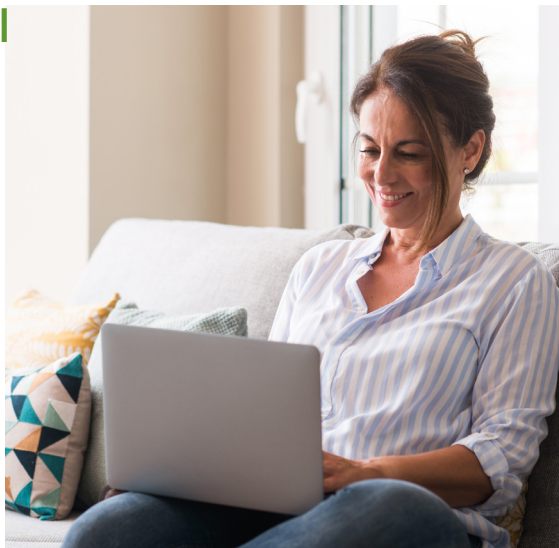
An AVANGRID Company

EnergyLines

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

Our free tools put you in control of your energy bill

- **Reduce your use** – Use our online [Energy Use Guide](#) to see how much energy your appliances use. Visit [rge.com](#) and click on Smart Energy, then click on Energy Use Guide under Understand Your Usage. We've also included a few energy-saving tips on the other side of this newsletter.
- **Reduce your cost** – Shop for your supplier. You have a choice of energy suppliers and may select a supplier and price that works for you. Visit "Choose a Supplier" under "Account" at [rge.com](#) to start shopping today.
- **Check out our payment plans** – If you are facing challenges with your bill, we can help. We offer affordable payment plans to help you get caught up and manage your bill. Please call us at [877.266.3492](#) so we can help.



COVID-19 Relief: Funds to help with rent and utility bills



If you rent your home and need assistance with your rent or energy bills, new funding is now available through New York's [Emergency Rental Assistance Program](#).

You may be eligible for assistance if you meet all of the following:

- You rent your home, apartment, or the lot that your home is on.
- At least one person in your household qualified for unemployment benefits, or had their income reduced, had significant costs, or experienced other financial difficulty due to the pandemic.
- Your household income meets certain income limits.
- You are having difficulty paying 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 \(844.691.7368\)](#).

The City of Rochester and Monroe County have opted to administer their own programs. 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).

Outage Alerts – so you can plan

We are continuously working to improve our electricity delivery system so we can deliver power to you through even the most severe weather.

When a powerful storm strikes, **Outage Alerts** will keep you informed so you can plan.

- You choose how you want to receive your alert when your power goes out: text, email, phone, or all three.
- Easily report an outage by texting **OUT** to **743898**.
- Check the status of an outage anytime from anywhere by simply texting **STATUS** to **743898**.
- Receive an alert confirming power has been restored.

Visit rge.com to enroll today.

Simple Savings Tips

As the days get shorter and temperatures get cooler, we may use more energy by having the lights on longer and adjusting the thermostat to keep warm. Here are some easy actions you can take to save on your energy bill.

Things you can do today:

- Visit our online store at rgesmartolutions.com for great deals and rebates on energy-saving products.
- Install a smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to LEDs.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.

Find more energy-savings tips by visiting rge.com and clicking on Smart Energy, then on Energy Savings Tips under Efficiency Resources.

Safety tips: Carbon monoxide

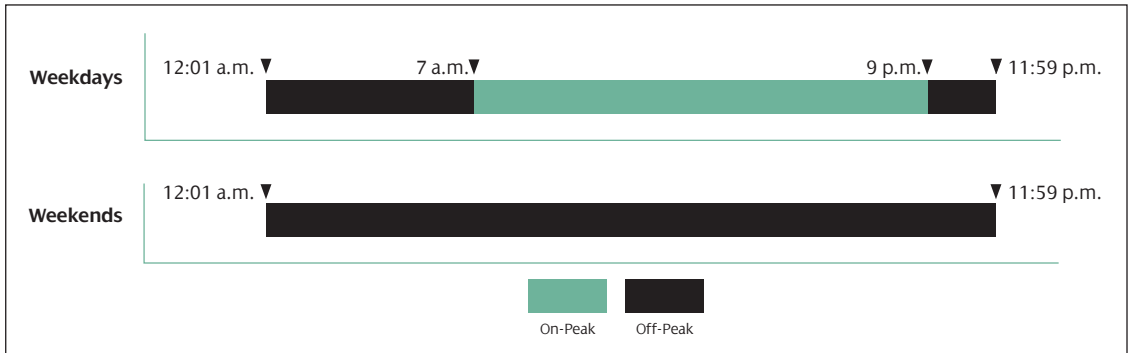
- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion and carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.

If you suspect a carbon monoxide problem, get up, get out and get away! Then call us immediately at **1.800.743.1702** or **911** from a safe location.

We'll respond quickly to make sure you and your family are safe.

Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 7. If you're a **Residential Time-of-Use electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your RG&E electric meter.



The clocks in our Time-of-Use meters automatically adjust for EST. Learn more by visiting rge.com.