



An AVANGRID Company

EnergyLines

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

Maybe you should try our app?

Why should you try our FREE **Mobile App**? Why not! It's easy, convenient and many of our great services are available in the palm of your hand – anywhere, anytime!

No matter where you are or what you are doing, with our FREE **Mobile App** you can:

- Enroll in **eBill**, **AutoPay** and **Budget Billing**
- Submit a meter reading – even in those hard-to-read places with our flashlight feature
- Report an outage
- **New!** Receive updated **Estimated Times of Restoration** automatically if you have an outage

And it's easy to download the app. Just text **APP** to **743-898** and we'll send you a link to download the app quickly and easily.



Some highs and lows are fun, but not so much when it comes to your energy bill!

It's nice to know what to expect

In these challenging, ever-changing times, we don't always know what to expect. But when you enroll in our free **Budget Billing** service, you will know what to expect in your energy bill every month.

When you sign up for **Budget Billing**, we will:

- Calculate your yearly bill based on last year's electricity and/or natural gas use and divide your yearly bill into 12 equal payments.
- Review your account and, if necessary, adjust your monthly payment according to recent usage and energy prices.

It's easy to enroll! Sign up using our FREE **Mobile App**, log into your account at **rge.com**, or call our self-service line at **800.295.7323** and press option 2 (Billing and Payments).



New! Receive confirmation when your payment posts

Text **REG** to **743-898** to enroll in Payment Alerts and receive a confirmation message when your payment posts.

We're here to help you manage your energy bill

If you're having trouble managing your energy bill, we have programs to help you. Please call us at **877.266.3492** Monday through Friday from 7 a.m. to 7 p.m. to speak with a Customer Care representative about your options. Or visit **rge.com/HelpWithBill** to learn about our programs and services available to help you manage your energy bills and reduce your energy costs.



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 @RGandE

Providing safe, reliable power to you

We work to provide safe reliable power to you today, tomorrow and well into the future. To increase reliability and strengthen our system, we have started or completed the following:

- **Completed circuit upgrades in Greece** which will bring enhanced reliability to 1,604 customers' homes and businesses.
- **Completed circuit upgrades in Mount Morris on Route 408**, which deliver power to approximately 2,000 customers.
- **Completed circuit upgrades in Ogden and Spencerport**, which deliver power to 1,670 customers.

You can count on us to continue making investments in our system so you can power your days for years to come.



Circuit upgrades, including the one pictured above, increase reliability to our customers.

How is my electricity generated?

Your electricity supplier is required by the New York State Public Service Commission (PSC) to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

The most recent data – in this case for calendar year 2019 – is provided by the PSC and the New York State Energy Research and Development Authority (NYSERDA).

- If you receive your electricity supply from us, your environmental disclosure information is provided in the chart located at the right and on our website at rge.com.
- If you receive your electricity supply from a supplier other than us and your supplier's charges are included in your **RG&E** bill, your supplier's environmental disclosure is published periodically as a separate bill insert with your **RG&E** bill.
- If you buy electricity from a supplier other than **RG&E**, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.

For more information on environmental disclosure, please contact the PSC at **888.Ask.PSC1 (888.275.7721)** or NYSEDA at **866.NYSEDA (866.697.3732)**.

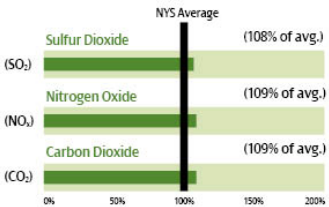
Fuel Sources Used to Generate Your Electricity

- January 2019 through December 2019
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	3%
Hydroelectric	11%
Natural Gas	42%
Nuclear	38%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	Less than 1%
Solid Waste	2%
Wind	2%
Total	100%

Air Emissions Relative to the New York State Average

- January 2019 through December 2019



Your safety is our priority

Natural gas is colorless and odorless. For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added so that you'll recognize it quickly. If you think you smell natural gas...

- **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.
- **Do not** use a phone, smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- **Do not** assume someone else will report the condition.
- **Do** provide the exact location, including cross streets.
- **Do** let us know if you notice sewer construction or digging activities are going on in the area.

For more information about natural gas safety, please visit rge.com.

Community Spotlight

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.

