



An AVANGRID Company

EnergyLines

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

We can help you with our savings tool kit!

Help with your bill



- Apply for HEAP and emergency HEAP. Bill credits are available for qualifying customers.
- Reach out to us if you're having difficulty paying your bill. Together we can work on a solution.

Visit rge.com/HelpWithBill

Budget Billing



- Avoid seasonal ups and downs
- Spread out your energy costs evenly over 12 months
- Know what your bill will be in advance

Enroll today at rge.com or by using our Mobile App

Manage your account



- Download our FREE Mobile App by texting APP to 743-898
- Enroll in eBill and AutoPay for ease and convenience

Other Services



- Pay online – no fees
- Enroll in Outage Alerts

Visit rge.com to learn more about our other services

Manage your energy usage



- Enroll in Meter Read Reminder Alerts and be billed on your actual energy use
- Shop for your energy supplier
- Find great deals on energy-savings products at rgesmartolutions.com

We didn't think we could make it any easier ... but we just did!

Our FREE **Mobile App** makes it even easier to manage your account. With our app, our same great services are available at your fingertips.

No matter where you are or what you are doing you can:

- Enroll in **eBill** and **AutoPay**
- Enroll in **Budget Billing**
- Report an outage, and access outage information to stay informed
- Submit a meter reading with our flashlight feature for those hard-to-read places

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

follow us: facebook.com/RochGandE

@RGandE

If the power goes out, you won't be left in the dark

When winter storms are predicted, it's important to know what Mother Nature is sending our way – and preparation is key!

Be prepared ahead of time by signing up for our FREE **Outage Alerts**. Just follow these easy sign-up steps and stay informed during outage situations.

- 1. Visit rge.com/outages to sign up.
- 2. Choose how you want to receive your alert: by text, email, phone, or all three!
- 3. Easily report an outage by texting **OUT** to **743-898**
- 4. Access outage information by texting **STATUS** to **743-898**

Be prepared – with our help. Sign up for Free **Outage Alerts** today at rge.com/outages.



Avangrid Foundation donates \$400,000 to Project SHARE

The **Avangrid Foundation** has donated \$400,000 to support Project SHARE. This donation will keep the program funded through 2021. Also, \$100,000 has been donated by **RG&E** customers and employees. Thank you!

If you would like to help, too, just add exactly \$1, \$2, or \$5 to your next bill, or give automatically by having us add a whole dollar amount to future bills. Visit rge.com/projectshare to enroll in automatic giving.

The **Project SHARE Heating Fund** helps qualifying income-eligible customers, active members of the military and veterans. The fund is currently open and accepting applications for grants and will remain open until funds are exhausted.

To receive a **Project SHARE Heating Fund** grant, you must:

- Have an active **RG&E** account
- Exhausted all other assistance programs, such as **HEAP**, **Emergency HEAP** and local or county emergency aid
- Meet the **HEAP** income guideline
- Have an active disconnect notice



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.

Manage your energy bills with help from HEAP and EAP

Are you – or is someone you know – having trouble managing energy bills? We have programs available to help qualifying customers manage their energy costs.

- **The Home Energy Assistance Program (HEAP)** is a federal grant program that helps income-eligible households pay for energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season. Your county's Department of Social Services is currently accepting applications. Please visit 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 Benefits Arrears Forgiveness. For more information, please visit rge.com, click on Account and select Help With Bill.

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

It's your choice

You can purchase your electricity and/or natural gas supply from us or a supplier, also known as an energy services company (ESCO). With any supplier you choose, we will continue to deliver your energy safely and reliably.



- Determine who you currently buy your electricity and/or natural gas supply from.
- Ask suppliers questions and compare supplier offers.
- Choose the best value for you.

To learn more, visit rge.com, click on Account and select Choose A Supplier.