



# EnergyLines

Save paper — sign up for eBill and view this newsletter online, too!



## Resolve to be energy fit

It's a brand new year! We have an easy New Year's resolution for you: Get your energy use in shape for 2019 and beyond with our FREE services.

Know your own power with our FREE **Meter Read Reminder Alerts** service. You benefit from actual meter readings every month. Sign up today and you'll be on your way to establishing your energy use patterns, managing your energy and finding ways to save.

Take our online **Energy IQ Test** and get in shape with our free and low-cost **Energy Saving Tips** or select **Smart Energy** to view our menu of energy efficiency resources.

Stay in shape with **Budget Billing** and you'll pay the same amount every month – no surprises.

Add **AutoPay** and your payment will be made automatically, securely and on time every month.

To learn more and sign up for any of our FREE services, visit [rge.com](http://rge.com).

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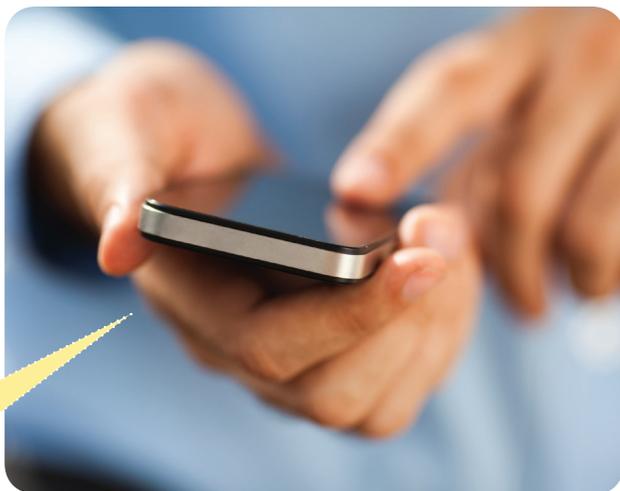
## If the power goes out, we'll keep you informed

We strive to deliver safe, reliable energy to you night and day, every day, all year round. But powerful storms can strike at any time and cause power outages.

When you sign up for our FREE **Outage Alerts**, you'll receive an alert by **text**, **phone** or **email** if your power goes out, an estimated time of restoration, and a notice when power is restored.

Plus you can text **STATUS** to **743898** anytime for an instant update. It's easy, safe and secure.

Visit [rge.com](http://rge.com) to sign up or to learn more.



**RGE Alert:** Outage at / near  
123 MAIN ST  
Estimated restore: 1:00pm  
Customers out: 1052  
Cause: weather

# Are you using a heat pump to heat your home?

If so, it's important to understand that they work a little differently than conventional heating systems.

- **Set the heat pump thermostat** a bit higher than the thermostat on your central system, and then leave the setting alone throughout the winter. Heat pumps don't work as efficiently if you turn them off and on, or if you change the temperature settings frequently.
- **Rinse the filters** periodically and clear any leaves or debris off the outside unit to ensure efficient operation.

If you use a modern, high-efficiency heat pump properly throughout the winter, you should expect to see an increase in your electric bill that is offset by lower heating fuel costs.

## Generator safety tips



- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home, unless the generator has a properly installed open-transition transfer switch.
- Use properly sized extension cords in good condition.

Please visit [rge.com](http://rge.com) for more generator safety tips and to download our **Emergency Generator Safety** brochure.

## Need help? You may qualify for one of our programs

Are you, or someone you know, having trouble managing energy bills? We have programs available to help qualifying customers stay safe and warm this winter.

- The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps income eligible households pay for energy bills, repairs and weatherization. You may receive one regular **HEAP** benefit per season, and may also be eligible for emergency HEAP benefits. Your county's Department of Social Services is currently accepting applications for both regular and emergency HEAP. Please visit [mybenefits.ny.gov](http://mybenefits.ny.gov) to apply or learn more.
- Our **Energy Assistance Program (EAP)** helps eligible customers gain control of their energy bills through two levels of assistance: **Monthly Bill Credit** and **Limited Benefit Arrears Forgiveness**. For more information, please visit [rge.com](http://rge.com).
- The **Project SHARE Heating Fund** is open and accepting applications for grants, and will remain open until funds are exhausted. The fund helps qualifying low-income customers, active members of the military and veterans.

To be eligible for a grant, you must have an active RG&E account in your name, have an active disconnect notice, and meet the HEAP income guidelines - except active military members and well-discharged veterans who may qualify regardless of income.

Applications for **Project SHARE** grants must be submitted by an authorized intake agency or by calling HeartShare Human Services of New York at **1.800.599.4327**. To find an intake agency in your area, please call **1.844.579.5555** or visit [heartshare.org](http://heartshare.org).

### 2018 - 2019 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,391
2	\$3,127
3	\$3,863
4	\$4,598
5	\$5,334
6	\$6,070
7	\$6,208
8	\$6,346
9	\$6,483
10	\$6,621
11	\$6,918
Each Additional	+ \$540

