



An AVANGRID Company

December 2019

EnergyLines

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

We're ready and we want you to be ready, too

We are constantly working to improve our electricity delivery system so we can deliver power to you every day and through any storm. When a powerful storm does cause an outage, we offer tools to keep you informed, so you can plan.



Outage Alerts

- Receive an alert by text, email, phone — or all three if the power goes out — you get to choose how you want them!
- Once signed up, check the status of an outage anytime from anywhere by simply texting **STATUS** to **743898**
- Get an alert when power is restored
- Report an outage by texting **OUT** to **743898**



Outage Central

- Report an outage
- See detailed outage locations with Outage Maps
- View weather conditions and get estimated restoration times
- Follow us on Facebook and Twitter for the latest information

Get the information you need, your way. Visit rge.com, then click on Outages to access **Outage Central** and all the information you need to be ready for any storm.



Check your inbox, not your mailbox

Simply sign up for **eBill**.



eBill is:

- FREE
- Delivered to your secure email box
- Accessible anytime, anywhere



Add **AutoPay** to your payment options and your bill will be paid automatically on time every month.

Enroll in **eBill** — and **AutoPay** — today at rge.com.

We deliver great deals on LED holiday lighting – and more!

Light up those dark winter nights with LED lighting and save on your energy bill.


Our online energy store has great deals not only on LED holiday lighting*, but also on a variety of LED bulbs from simple dimmable bulbs to white and color smart wireless bulbs – many with instant rebates just for you.

And you can save up to \$75 per year by upgrading just five of your most-used light bulbs to LEDs.

Visit YourEnergySavingsStore.com to explore our great lighting deals and other great energy-saving products.



*While supplies last.

follow us:  facebook.com/RochGandE

 [@RGandE](https://twitter.com/RGandE)

Give the gift of energy

Join us in helping veterans, active military personnel, and others in need by making a donation to the **Project SHARE Heating Fund**.



We have three easy ways you can make your donation:

1. Through automatic giving by having us add a whole dollar amount to your future bills.
2. Add exactly \$1, \$2 or \$5 to your next bill payment.
3. Send a check in any amount payable to Project SHARE Heating Fund, and mail it to HeartShare Human Services of New York, 12 Metro Tech Center, 29th Floor, Brooklyn, NY 11201.

For more information or to enroll in automatic giving, visit rge.com. Thank you for your support.

Energy Assistance Programs are here to help you

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. 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.

2019 - 2020 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,494
2	\$3,262
3	\$4,030
4	\$4,797
5	\$5,565
6	\$6,332
7	\$6,476
8	\$6,620
9	\$6,764
10	\$6,908
11	\$7,086
Each Additional	+ \$553

Safety tips: Winter weather

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of potentially deadly carbon monoxide.
- Electric and natural gas meters and regulators should be kept clear of snow and ice by using a broom or by hand – not a shovel. Never bury electric or natural gas meters, natural gas pipes or natural gas regulators with snow.
- Please clear a pathway to outside meters so your meter reader has clear and safe access. We'll be able to provide you with a bill based on your actual energy use if we can access your meter safely.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **1.800.743.1701**.

For more information, please visit our safety section at rge.com.

Safety tips: Carbon monoxide

- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control, or worse.
- 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.
- Take protection to the next level by installing 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.