



EnergyLines

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

You can't manage the weather, but you can manage your energy use

It's not too late to take control and manage your energy use this winter. Our FREE services can help you do just that.



Residential Rebate Program

When you install qualifying high-efficiency natural gas equipment, you'll enjoy the energy savings and be eligible for a rebate.



Energy Savings Tips

View our online free and low-cost energy saving tips by visiting rge.com and clicking on Account and then Energy Savings Tips.



Budget Billing

Even out your energy costs over 12 months. Know what your bill will be every month – no surprises!

For ease and convenience, add our **eBill** service to view, pay and store your bills online. Then save time, money and never pay a late fee by signing up for **AutoPay**. Your payment will be made automatically each month.

Sign up for our FREE services today at rge.com.



Click on the bell to stay informed



Signing up for our free **Outage Alerts** service is as easy as ringing a bell, and it's a great way to stay informed if your power goes out.

With **Outage Alerts**, you will receive:

- An outage alert by text, phone or email – or all three
- An estimated time of restoration
- A notice when your power has been restored

To sign up for **Outage Alerts**, log into your account at rge.com, and then click on the Alerts bell to manage and set up your Alerts preferences.

It's that easy to stay informed!

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.



With your help, a little goes a long way

Join our company, other customers and our employees in helping veterans, active military personnel and others in need by making a donation to the **Project SHARE Heating Fund**. Since 1982, this fund has helped **59,080** families with grants totaling more than **\$16 million**.

Three easy ways you can make your donation to the **Project SHARE Heating Fund**:

1. Through **Automatic Giving** by having us add a whole dollar amount to your future RG&E bill. Enroll in Automatic Giving by visiting rge.com.
2. Add exactly \$1, \$2 or \$5 to your next RG&E bill payment.
3. Send a check in any amount payable to **Project SHARE Heating Fund**, and mail to HeartShare Human Services of New York, 12 Metro Tech Center, 29th Floor, Brooklyn, NY 11201.



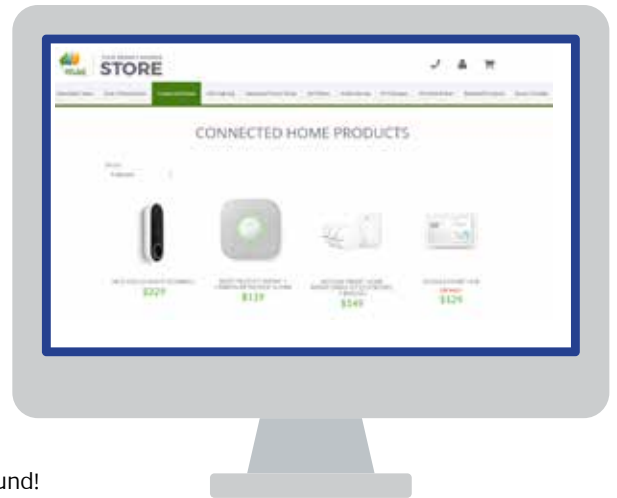
Have you visited our new online store yet?

Your Energy Savings Store is open for business and the product lineup is growing! We are offering:

- Smart Thermostats
- Connected Home Products
- LED Lighting
- Advanced Power Strips
- Air Filters
- Water-Saving Products
- Electric Vehicle Chargers
- Portable Power Products

Many of these products are on sale or offer instant rebates just for you, our valued customers.

Visit yourenergysavingsstore.com and take a look around!



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

HEAP and EAP can help you manage winter energy bills

The Home Energy Assistance Program (HEAP) is a federal grant program that assists income eligible households in paying for energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season and may also be eligible for emergency HEAP benefits. **Both the regular and emergency HEAP programs are currently accepting applications and will close when funds are exhausted.** For more information or to apply online, go to mybenefitsny.gov.

Our Energy Assistance Program (EAP) helps eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Monthly Bill Credit and EAP Limited Benefit Arrears Forgiveness.

If HEAP is supplied to your account with another fuel vendor, **please provide a copy of your HEAP award letter** to us at Energy Assistance Program, RG&E, 89 East Avenue, Rochester, NY 14649-0001. Or fax it to: **585.771.6383**.

For more information, please visit rge.com, click on **Account** and select **Help With Bill**.