



February 2015

EnergyLines

Go paper-free – rge.com/online

Safe, Reliable Service You Can Count On

You are counting on us to deliver the power you need every day.

We design the electricity delivery system to be rugged and invest in improvements to make the grid stronger, smarter and more reliable.

In every type of weather...

February weather can be unpredictable. In the event of a storm, we'll keep you informed. Visit Outage Central at rge.com on your smart phone, tablet or computer for the latest news on power outages, our restoration efforts and how you can report an outage. You can even download our *Weathering Storm Emergencies* guide to help prepare for storms.

All day, every day, everywhere!

We're on **Facebook** and **Twitter**, so no matter where you are or the time of day, you can get the information you need at the touch of a button. Follow us today!



[facebook.com/RochGandE](https://www.facebook.com/RochGandE)



@RGandE



Invest in Energy Efficiency and Save Money for Years to Come!

If you're getting a tax refund, consider spending it on energy efficiency improvements in your home or business to reduce your energy costs. We offer **rebates for the installation of high-efficiency natural gas equipment** and **energy efficiency lighting**. There's an opportunity right for you – whether you want to save at home or at your business.

For your home:

When you install qualifying high-efficiency natural gas equipment, you could **save as much as \$156 a year** and be eligible for a **rebate (up to \$560)** through our **residential natural gas rebate program**. Learn more by visiting rge.com or call our energy efficiency hotline at **1.800.995.9525**.



For multi-family buildings:

Use your refund to upgrade to energy-efficiency lighting. We provide **incentives up to 70% of the cost**. Eligible buildings must have between 5 and 50 units. Property owners and agents can learn more by visiting rge.com or call **1.800.444.5668**.



We also offer **rebates to eligible electricity and natural gas commercial, industrial, municipal and institutional customers**. Learn more by visiting rge.com or call **1.888.316.8023**.

Put yourself in the driver's seat when it comes to managing winter energy bills

- **Compare and shop for your energy supply.** You can purchase your energy supply from RG&E (at a variable rate) or one of many suppliers, also known as energy services companies or ESCOs. Learn more including questions to ask suppliers at rge.com and compare prices at newyorkpowertochoose.com. With any supplier you choose, RG&E will continue to deliver your energy safely and reliably.
- Complete a **room-by-room assessment** of your energy use with our **Energy-Wise Checklist**.
- Read our **Home Energy Use Guide** to understand how your energy dollars are spent.
- Take our **Energy IQ Test**.
- Enroll in our **Budget Billing service** so you can anticipate your monthly payment. When you sign up, we'll divide your yearly bill into 12 equal payments and send you a bill each month.

To learn more about energy supply choices and energy assessment tools visit rge.com and click on "Take Action to Manage Winter Bills." You can also enroll in many of our programs at the same time.

Our Customers LOVE Our Payment Options!

We offer a variety of convenient billing and payment options to help simplify your life. Here's what our customers are saying about **eBill** and **Autopay**...

"Enrolling in **eBill** and **Autopay** was as easy as a few clicks and it's one less bill I need to worry about."
- Rebecca S.

"**eBill** helps us cut down on paper, and allows us to check our account online at our convenience."
- Angela and Rick M.

"I can view my bill online with a few easy clicks. I know exactly when my bill comes out each month because I get a friendly email."
- Diane C.



Visit rge.com to sign up today!

Having Trouble Paying Your Energy Bills? Need Help With Energy-Related Repairs and Weatherization?

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,194
2	\$2,869
3	\$3,544
4	\$4,219
5	\$4,894
6	\$5,569
7	\$5,696
8	\$5,822
9	\$5,949
10	\$6,076
11	\$6,534

HEAP is a federal program providing financial assistance to eligible households (refer to left for guidelines). HEAP grants can be used to pay energy bills and for energy-related repairs and weatherization. **Act today! The 2014-2015 HEAP season is now open. It will close when funds are exhausted. Emergency HEAP opened January 2, 2015 and closes March 16, 2015 or when funds are exhausted.** For more information, visit otda.ny.gov/main/programs/heap. Customers can also log onto mybenefits.ny.gov to apply.



RG&E's EAP offers monthly bill credits automatically to eligible customers with a HEAP grant on an active RG&E account. If your HEAP grant is supplied to an account with another fuel vendor, provide a copy of your HEAP award letter to the **Energy Assistance Program, RG&E, 89 East Avenue, Rochester, NY 14649-0001**. Or fax it to **585.771.6383**. EAP also offers a Limited Benefit through arrears forgiveness. For more information, visit rge.com, click on "Your Account," and then on "Energy Assistance: HEAP and EAP Can Help."

Your Dollars Can Help Those Facing Energy Emergencies

Join our company, our other customers and 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 56,575 families with grants totaling more than \$15 million.

We have 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 bills – visit rge.com, click on "Giving Back," then "In the Community," and then on "Project SHARE Heating Fund."
2. Add exactly \$1, \$2 or \$5 to your next RG&E bill payment.
3. Send a check in any amount payable to HeartShare Human Services of New York, 12 Metro Tech Center, 29th Floor, Brooklyn, NY 11201.

Thank you!



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Part of RG&E's commitment to the environment, printed with soy ink on recycled paper.

RG&E 15-0011
DST 00133738