



# EnergyLines

Pay bills online – [rge.com/online](http://rge.com/online)

## If the Power Goes Out, You Won't be in the Dark

When severe weather strikes, we're ready to roll. If storms cause outages, we'll work as safely and quickly as possible to restore power. You can follow our progress from your computer, smartphone or tablet.

Visit our new and improved Outage Central at [rge.com](http://rge.com). You'll find all the information you need to make decisions on how to weather a storm — and more.

- Easily report an outage from your mobile device or online.
- Get estimated times of restoration.
- View outage maps that show how many customers are out of power and where.
- View outage information right down to the neighborhood level.
- New maps, new forms and quicker loading times. You can also download a copy of our *Weathering Storm Emergencies* to help you be prepared.



## Sign Up For eBill to Help Feed Local Families in Need

This holiday season, sign up for **eBill** and RG&E will donate a meal to Foodlink food bank to help feed families in need. You'll enjoy the convenience of **eBill** all year long while giving back to the community.

Sign up for **eBill** by January 8, 2016 to help us reach our goal of 6,000 meals donated. Visit [rge.com](http://rge.com) to support the cause.

## Enjoy the Gift of Convenience All Year Round

Our billing and payment options are designed to meet your needs and offer simplicity and convenience.

- View your bill online anytime with **eBill**.
- Enroll in **Autopay** and you'll never have to lift a finger.
- Choose **Budget Billing** to spread your energy costs evenly throughout the year.

Visit [rge.com](http://rge.com) to enroll in one, two or all three services!



# Facing an Energy Emergency? HEAP and EAP Can Help!

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. Regular HEAP opened November 16, 2015. Emergency HEAP opens January 4, 2016. **Your county's Department of Social Services will accept applications on or after these dates.** Both programs will close when funds are exhausted. **For more information or to apply online, go to [mybenefitsny.gov](http://mybenefitsny.gov).**

## Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,244
2	\$2,935
3	\$3,625
4	\$4,316
5	\$5,006
6	\$5,697
7	\$5,826
8	\$5,956
9	\$6,085
10	\$6,215
11	\$6,671



**Our Energy Assistance Program (EAP)** helps eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Basic Benefit (monthly bill credit), and EAP Limited Benefit (arrear forgiveness).

### You pay less with our EAP Basic Benefit monthly bill credits:

- Are available automatically if you have a HEAP grant on an active RG&E account.
- However, if HEAP is supplied to your account with another fuel vendor, **you must 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](http://rge.com), click on **"Your Account"** and then on **"Energy Assistance: HEAP and EAP Can Help."**

## Easy Tips to Help You Manage Winter Energy Bills, Save Money and Stay Safe

### Use these tips to manage your winter energy bills:

- Enroll in our **Budget Billing service** to keep your RG&E bill steady over 12 months.
- Take advantage of our **energy efficiency programs** offering rebates, low-cost and no-cost energy saving tips.
- **Compare and shop for your energy supply.** With any supplier you choose, RG&E will continue to deliver your energy safely and reliably.



### Save money using low-cost, no-cost tips:

- **Use efficient lighting:** Switch from traditional light bulbs to compact fluorescent ones or LEDs, and switch off lights when not in use.
- **Set the thermostat:** During winter months, set your thermostat between 65 to 70° when at home and 58° when away from home. Keep the thermostat higher if an infant, ill, or elderly person lives in your home.

### Stay safe when removing snow and ice from driveways and sidewalks:

- Stay clear of electric and natural gas meters to avoid damaging them, inadvertently disrupting service or putting yourself in danger.
- Please do clear a pathway to outside meters so your RG&E meter reader has clear and safe access. We'll then be able to provide you with a bill based on your actual energy use.
- Never bury electric and natural gas meters, natural gas pipes and natural gas regulators with snow.
- Natural gas appliance chimneys and vents should be kept free of snow and ice to prevent the build-up of potentially-deadly carbon monoxide.

For more information on the above, visit [rge.com](http://rge.com).

