



Sign up for Outage Alerts at rge.com **Now** with two-way texting

EnergyLines

January 2018

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

Your power, your way

We make it easy for you to do business with us by offering a variety of services that are FREE, convenient and easy to use.

Sign up for one or all three of these services this month and you'll be automatically entered to **win a \$100 bill credit!**

☒ eBill

View your bills online and print only what you need, group multiple bills to make one single payment, and export your **eBill** data to your own spreadsheet. And we'll send you a text notification letting you know when your bill is due so you won't miss a payment.

☒ AutoPay

Your secure payment will be made on time automatically each month. Enroll in **AutoPay** today and let your bill take care of itself.

☒ Budget Billing

If you're tired of the seasonal ups and downs of your energy bills, sign up for our **Budget Billing** service and spread your energy costs more evenly throughout the year.

☒ Win!

For every service listed above you sign up for you'll be automatically entered for your chance to **win a \$100 bill credit**. Enroll in all three services and you'll be entered three times!

For complete contest details and to enroll in our online services, visit rge.com. Enrollment in **eBill**, **AutoPay** or **Budget Billing** is not required to participate. Enter by January 31, 2018, for your chance to win.



Nicole and Jason are increasing their chances to win a \$100 bill credit by signing up for all three online services!

Text alert!

Getting the information you need is easy with our two-way texting options!

- Sign up for our **Outage Alerts**, text keyword **STATUS** to **743898** anytime, from anywhere, and we'll send you a text alert with the latest outage information.
- Sign up for **Meter Read Reminder Alerts** and text keyword **READ** to **743898** to submit your reading to us in a flash.
- Text keyword **BAL** to **743898** to view your account balance and payment date.

Visit rge.com and sign up today!



Follow us on:

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.

HEAP

The **Home Energy Assistance Program (HEAP)** is a federal grant program that assists income eligible households pay for energy bills, repairs and weatherization. Households 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. For more information or to apply online, go to mybenefits.ny.gov.

EAP

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/YourAccount/HEAPandEAP.

Project SHARE

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.

2017 - 2018 Income Eligibility Guidelines for HEAP	
Household Size	Monthly Income (gross)
1	\$2,318
2	\$3,031
3	\$3,744
4	\$4,457
5	\$5,170
6	\$5,883
7	\$6,017
8	\$6,150
9	\$6,284
10	\$6,418
11	\$6,733
12	+ \$523



Safety tips to keep you and your family safe

When properly sized, installed and operated, generators can safely power electrical equipment during power interruptions. However, you must follow proper procedures or you may place yourself and your family at serious risk.

Also, improperly operated generators can feed electricity back into our lines, putting our people who are working to restore service in danger.

Please be sure to read, understand and follow all manufacturers' instructions for safe operation.

For our free, downloadable Emergency Generator Safety information sheet, visit rge.com, click on "Usage and Safety," then on "Be Energy Safe With Electricity" and then click on the "Generator Safety" icon.



Amy M., and her daughter Ellie