



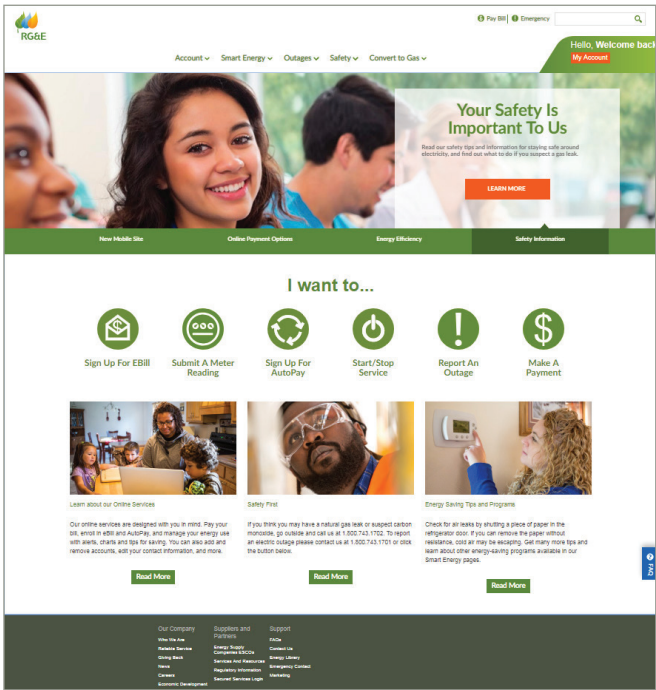
# EnergyLines

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

## Our new website - easy and convenient for you!

We recently updated our website with you in mind. We're proud of the work we've done to offer you improved navigation, the ability to view our website from any device, and easy management of your account — and, we have a fresh new look as well!

We still offer the same great products and services you've come to expect, such as our convenient **Payment Options**, **Meter Read Reminder Alerts** and **Outage Alerts**, to name a few. These improvements are a little something extra to make your experience on our website better, more convenient and easy. Look at what some of our customers have to say, then visit [rge.com](http://rge.com) and see for yourself!



### What our customers are saying about the new website:

"I just want to tell you that your new system for paying the bills here is GREAT!!! I just LOVE IT!!! Much better than the old one. TY so very much for updating it."

"The modern look and feel is a big improvement over the previous layout and functionality."

## Understand and manage your energy use

You can save money on energy costs this winter when you understand and learn ways to manage your energy use.

- Our **Energy Use Guide** at [rge.com](http://rge.com) helps you understand how your energy dollars are spent and how to make wise decisions about your energy use.
- Avoid seasonal ups and downs with **Budget Billing**. Your energy costs are spread evenly over 12 months so you know how much your bill will be every month.
- The 2018-2019 regular **Home Energy Assistance Program (HEAP)** federal grant program opens November 13, 2018. Contact your county's Department of Social Services for more information.

If you're having difficulty paying your bill, don't wait – call us at **877.266.3492**. We'll work together on a solution.

# Shop for great money-saving deals from the convenience of your couch!

If you're looking for great deals on smart thermostats, LED light bulbs and other energy-saving products, [YourEnergySavingsStore.com](http://YourEnergySavingsStore.com) is always open, loaded with instant rebates, and is available even from your couch!

Plus, you will get an **\$85 e-gift card** for every qualifying smart thermostat that controls your central air conditioning and you'll be able to **earn \$5 bill credits** next summer, when you enroll in our Smart Savings Rewards program.

Visit [www.smartsavingsrewards.com](http://www.smartsavingsrewards.com) today, to see if you're eligible to start saving tomorrow, and watch for added great deals on Black Friday and Cyber Monday.

*\*Please note: you must be an RG&E electricity customer with central air conditioning to enroll in Smart Savings Rewards.*



## How is my electricity generated?

Your electricity supplier is required by the New York State Public Service Commission (PSC) to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

The most recent data – in this case for calendar year 2016 – is provided by the PSC and the New York State Energy Research and Development Authority (NYSERDA).

- If you receive your electricity supply from us, your environmental disclosure information is provided in the chart located at the right and on our website at [rge.com](http://rge.com).
- If you receive your electricity supply from a supplier other than us and your supplier's charges are included in your RG&E bill, your supplier's environmental disclosure is published periodically as a separate bill insert with your RG&E bill.
- If you buy electricity from a supplier other than RG&E, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.

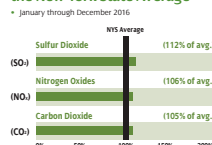
For more information on environmental disclosure, please contact the PSC at **1.888.Ask.PSC1 (1.888.275.7721)** or NYSERDA at **1.866.NYSERDA (1.866.697.3732)**.

### Fuel Sources Used to Generate Your Electricity

January through December 2016  
Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	4%
Hydroelectric	15%
Natural Gas	42%
Nuclear	33%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	Less than 1%
Solid Waste	2%
Wind	3%
Total	100%

### Air Emissions Relative to the New York State Average



## Your bill based on your actual energy use



Reading your meter is an easy and convenient way to avoid estimated bills. You can provide your meter readings:

- **By using our online meter reading form.** We'll notify you in advance by text message, email or phone when the meter reading is due.
- **By calling our self-service line at 800.295.7323.** When you call, have your 11-digit RG&E account number available as well as your meter reading.
- **Enroll in Meter Read Reminder Alerts.** Receive reminders (by text message, email or phone) to read the meter. Plus you'll have the added option of texting us your meter readings. You choose the options and preferences that are right for you.

Visit [rge.com](http://rge.com) today to take advantage of what actual meter readings can provide and start understanding and better managing your energy use.

## We'll keep you informed with Outage Alerts



Do you know the best way to be ready if powerful winter storms hit? Sign up for our **FREE Outage Alerts before** Old Man Winter comes to town!

When you sign up for Outage Alerts, we'll keep you informed if the power goes out.

- **Receive an alert** by text, email, phone or all three
- **See an estimated time of restoration** so you can plan
- **Get an alert when power has been restored**

Once you're signed up for **Outage Alerts**, you can check the status of an outage at any time. Simply text **STATUS** to **743898** and we'll text you right back with the latest outage information we have for your location. Sign up for **FREE Outage Alerts** today at [rge.com](http://rge.com).