



October 2014

EnergyLines

Go paper-free – rge.com/online

Pay Your Bill Without Lifting a Finger!

Set your payments on automatic and simplify your monthly bill paying routine. With **Autopay**, you'll never have to write a check, mail a payment or even log on to your computer.

Here's how it works:

1. Choose the bank account you'd like to use to pay your bill.
2. Once enrolled, your bill will display the date your payment will be deducted.
3. Your payment will be made on time automatically.

Enroll today and you'll be entered to win a \$100 bill credit! Visit rge.com for complete sweepstakes details. Non-enrolled customers are eligible for entry.

Manage Your Bills All in One Place!

With **e-Bill**, you can view, pay and store your bills online for simplicity and convenience. You'll have quick and easy access to your bills anytime, anywhere, even from your smartphone!

- View an exact copy of your bill.
- Receive helpful payment reminders.
- Access 12 months of past bills for your records.

Visit rge.com to enroll today!



Another Reason to 'Like' Us

We're on Facebook and Twitter! Follow us daily for information on our payment options (**e-Bill** and **Autopay**), see how we're building a stronger, smarter electricity grid for added power reliability, learn about energy efficiency, and get updates on outages. Whether you see us on your smartphone, tablet or computer, we'll keep you informed.



No Matter the Weather, Keep Your RG&E Bill Steady!

Taking steps to control energy use, particularly during extreme weather conditions, can help control winter bills. Here are some tips:



- Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if frail, ill or elderly people or infants are in the home.)
- Install automatic set back or programmable thermostats.
- Change or clean furnace filters once a month during the heating season.
- Replace incandescent light bulbs with compact fluorescent bulbs that use up to 75% less energy and last up to 10 times as long.
- Use programmable timers to turn lights on/off.
- Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
- Sign up for our **Budget Billing** service, which enables you to spread utility costs evenly over 12 months.



For more **low-cost and no-cost energy-saving tips** visit rge.com, click on "Usage and Safety" and then on "Using Energy Wisely."

If you are having difficulty paying your RG&E bills, don't wait, contact us right away at 1.877.266.3492.

Helping Those in Need With the Power of Your Dollars

The roots of the Project SHARE Heating Fund have been deeply planted since 1982.

This fund, supported by the company, our customers and employees, helps veterans, active military personnel and others in need with energy emergencies. Since inception, the Project SHARE Heating Fund has helped 55,190 families with grants totaling more than \$14.5 million.



Please help us help others. You can give one of three ways to support the Project SHARE Heating Fund:

1. Through automatic giving – 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.

Our Energy Assistance Program Can Help You with Your Energy Bills

Our Energy Assistance Program (EAP) can help you gain control of your energy bills. EAP monthly bill credits are available automatically to any customer who has a Home Energy Assistance Program (HEAP) grant. Don't wait. For information, visit rge.com, click on “Your Account” and then on “Energy Assistance: HEAP and EAP Can Help.”

Save Energy, Save Money and Get a Rebate? YES!

RG&E has added ENERGY STAR® natural gas water heaters to its list of high-efficiency equipment eligible for rebates. Residential natural gas customers who install an ENERGY STAR tank-type (storage) water heater that's 40 gallons or larger with an energy factor (EF) of .67 or greater may qualify for a **\$125 rebate**; those who install an ENERGY STAR tankless water heater with an EF of .82 or greater may qualify for a **\$225 rebate**. Equipment must be installed on or after July 1, 2014 to be eligible for these new rebates.

Go to rge.com, or call **1.800.995.9525** for more information.

And remember, RG&E still has **free energy-efficient showerhead and faucet aerator kits** available to residential customers who heat their water with either RG&E natural gas or electricity, and who have not already received a kit from RG&E, NYSEG, NYSEEDA or any other energy efficiency or energy assistance program.

Go to nyseg-rge.savingkit.com, or call **1.877.560.6076** to order a kit.



Prevent Carbon Monoxide Poisoning

Have your heating system, chimney, flues and vents checked once a year by a professional and purchase a carbon monoxide (CO) detector for your home.



If you are an RG&E natural gas customer and need to report a natural gas emergency or suspect a CO problem, call us at **1.800.743.1702** or call **911**.

- > When setting clocks back to Eastern Standard Time (EST) this Sunday, November 2, don't forget to replace batteries in battery-operated smoke alarms and CO detectors.

RG&E Boosts Downtown Development by Assisting The Tower at Midtown Project

RG&E provided economic development funds for electric service infrastructure for The Tower at Midtown, a redevelopment project boosting downtown Rochester. The project, a joint venture of Buckingham Properties and Morgan Management, will re-use part of Midtown Plaza to create a modern, mixed-use building that will include three floors of business and professional office space. Construction of the 357,000-square-foot project is expected to be complete in 2015.



This is one of many RG&E and NYSEG economic development grants given to upstate New York businesses. For more information, visit lookupstateny.com.