



An AVANGRID Company

EnergyLines

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

Happy New App!

Our new app makes it even easier to manage your account.

With our **FREE app**, you can still conduct those everyday tasks such as paying your bill. But now, it's even more convenient and easier than before! Our same great services are now at your fingertips. No matter where you are or what you are doing, you can:

- **Report an outage** and monitor your power status.
- **Pay your bill** with a few clicks of a button.
- **Login using secure Touch or Face ID™** access without remembering your account number every time.
- **Submit a meter read** with our flashlight feature.
- **Update your account profile** and preferences to meet your needs.

The app is available today to download from the Apple Store or Google Play.

Simply search **RG&E** in the App Store.



Great app! ★★★★★

I have been waiting for something like this! I went to pick up the phone today to call customer service, then realized I could easily do what I needed from my phone! Thank you for saving me so much time! I'm truly impressed! — *RG&E app user*

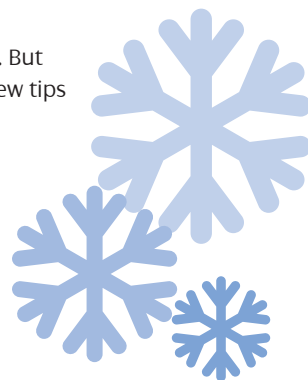


Storm safety — Prepare ahead of time

We strive to deliver safe, reliable energy to you night and day, every day, all year round. But winter winds, ice and even snow can threaten electrical service and safety. Here are a few tips to help you and your family weather any storm:

- Sign up for our **FREE Outage Alerts** service to stay informed if you experience a power outage.
- Make sure your cell phones are fully charged.
- Have flashlights and fresh batteries handy.
- Keep your chimneys and vents clear of snow and ice to prevent build-up of dangerous carbon monoxide.

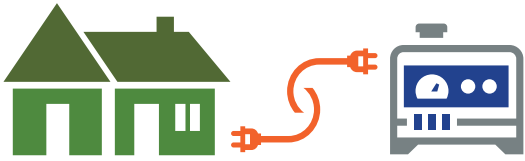
Please visit rge.com for more storm preparation information.



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 [@RGandE](https://twitter.com/RGandE)

Generator safety tips



- Read, understand and follow the manufacturer's instructions.
- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Do not overload generator with too many appliances.
- Never attach a portable generator directly to the electrical system of your home, unless the generator has a properly installed open-transition transfer switch.
- Use properly sized extension cords in good condition.

Please visit rge.com for more generator safety tips and to download our **Emergency Generator Safety** brochure.

Safety requires clear access to your meter

- Electric and gas meters and regulators should be kept clear of ice and snow by using a broom or by hand – not a shovel. Never bury electric or natural gas meters, natural gas pipes or natural gas regulators with snow.
- Please clear a pathway to outside meters so your meter reader has clear and safe access. We'll be able to provide you with a bill based on your actual energy use if we can access your meter safely.
- Should a meter become encased in ice, or begin to make an unusual noise, please call us at **1.800.743.1701**.



Need assistance with your energy bill? 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 stay safe and warm this winter.

- The **Home Energy Assistance Program (HEAP)**, a federal grant program, helps income eligible households pay for energy bills, repairs and weatherization. You 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. Please visit mybenefits.ny.gov to apply or learn more.
- Our **Energy Assistance Program (EAP)** helps eligible customers manage their energy bills through two levels of assistance: **Monthly Bill Credit** and **Limited Benefit Arrears Forgiveness**. For more information, please visit rge.com.
- 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.

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.

2019 - 2020 Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,494
2	\$3,262
3	\$4,030
4	\$4,797
5	\$5,565
6	\$6,332
7	\$6,476
8	\$6,620
9	\$6,764
10	\$6,908
11	\$7,086
Each Additional	+ \$553

