



An AVANGRID Company

EnergyLines

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

Manage your account anytime, anywhere

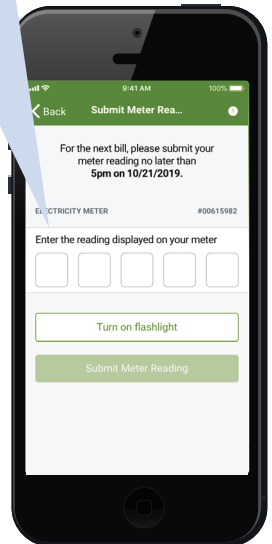
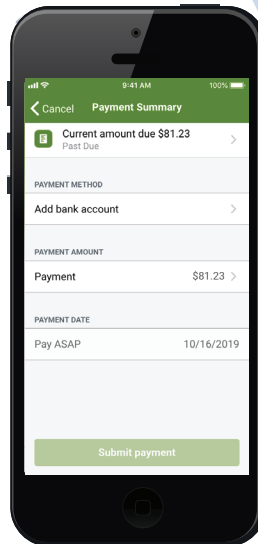
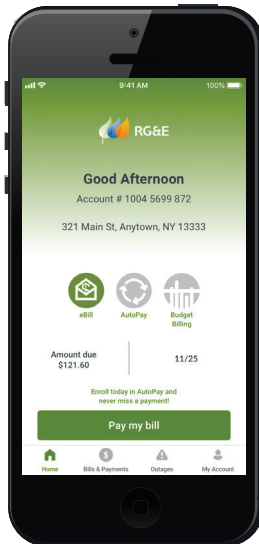
Now, our **FREE new mobile app** makes taking care of those everyday tasks even easier and more convenient than ever before! With just a few clicks you can:

- Pay your bill.
- Report an outage.
- Log in using secure Touch or Face ID™ and access your account real-time. You don't have to remember your account number every time you log in!
- Update your account profile and preferences.



Receive bills based on your **actual energy use**. We've made it easier for you to provide us your meter read using our new mobile app – even in the dark with our flashlight feature!

Download the app today by searching **RG&E** in the **App Store**.



Ready – Set – Know

When a winter storm is coming our way, preparation is key!

Prepare ahead of any storm by signing up today for our **FREE Outage Alerts** service. It takes only minutes to sign up and if winter storms cause power outages, you will:

- Receive an alert by text, email, phone or all three.
- See your estimated restoration time so you can plan.
- Get an instant update by texting **STATUS** to **743-898**.
- Receive an alert when your power has been restored.

With this information right at your fingertips, you may even be able to put the bread and the milk back on the shelf at the store! Be prepared. Sign up for **FREE Outage Alerts** today at **rge.com**.



No need for extra bread. Text **STATUS** for an instant update on your power status!

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@RGandE

" I made the switch to eBill and I am so happy I did!"

- View, pay and store my bills online (no more trips to the mailbox).
- Easily access 13 months of bills.
- Print only what I need.
- Plus I get a reminder when my bill is due.

“ I made the switch to eBill once I realized all the benefits and I'm sorry I didn't do it sooner! Thanks for offering this free service!” – eBill Customer ”

Sign up for eBill today at [rge.com](https://www.rge.com).

Sign up for [AutoPay](https://www.rge.com), too. Your payment is made automatically every month. You don't need to do anything!

RG&E President and CEO puts customers first in shaping energy policy

Carl A. Taylor, President of **RG&E** has been named to the City & State's Energy & Environment Power 50 list of individuals in the energy industry and the environmental community who are playing **key roles in the shaping of state energy policy**.

"As a lifelong New Yorker, born and raised upstate, I'm humbled to be named in City & State's Power 50 list," Carl said recently. "When I took over as CEO several years ago, after spending my entire career working for **RG&E** and **AVANGRID**'s affiliates, I made a commitment to improve our customer experience and put our customers first. In fact, my personal motto of 'Customers First' finds its way into every conversation I have and every email I write. Thank you for allowing us to serve you.

"It is also important that we remember what business we are in. We own and operate an energy network, and we play a critical role of getting our customers and new technologies connected as quickly as possible. Our networks are the backbone to the new clean energy future."

As New York State broadens its renewable energy supply upstate, **RG&E** will be a key player with Carl's direction and our commitment to customers.



RG&E President and CEO, Carl A. Taylor

Manage winter energy bills with HEAP and EAP

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.

- **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](https://www.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](https://www.rge.com).

For more information, please visit [rge.com](https://www.rge.com), click on Account and select Help With Bill.

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

It's your choice

You can purchase your electricity and/or natural gas supply from us or a supplier, also known as an energy services company (ESCO). With any supplier you choose, we will continue to deliver your energy safely and reliably.



- Determine who you currently buy your electricity and/or natural gas supply from.
- Ask suppliers questions and compare supplier offers.
- Choose the best value for you.

To learn more, visit [rge.com](https://www.rge.com), click on Account and select Choose A Supplier.