



An AVANGRID Company

# EnergyLines

Manage your account anytime, anywhere with our new mobile app!

## We're on the line – and online – for you

Our priority is providing the safe, reliable service you depend on every day. We are on the line for you – making sure you have the power you need to stay safe, comfortable and productive.

We are also online for you. Power on with our digital tools - give them a try from the comfort of your home!

- Download our **mobile app** at the App Store or Google Play to view and pay your bill, report an outage, and submit a meter reading.
- Enroll in **eBill** to receive and view your bill online.
- Call our self-service number **800.295.7323** anytime to pay your bill, check your account balance and more.
- Visit **rge.com** to pay your bill, report outages, start new service, submit a meter reading and more.



## We're here to help

If you are concerned about paying your bill, we have programs to help you manage your energy bill. Please call us at **877.266.3492** Monday through Friday 7 a.m. to 7 p.m. to speak with a representative about your options.

# Thank you

Thank you to all the men and women on the front-lines of COVID-19 for making our safety your priority. We are grateful and our hats are off to you.



follow us:



facebook.com/RochGandE



@RGandE

# As schedules and habits change, your energy use may change, too

Staying at home likely impacted your energy use for the last two months. If you were home more than usual, you were likely using more energy to stay safe, comfortable, productive and entertained.

The good news is that we have **FREE** tools available to help you understand and manage your energy use.

- Use our online **Home Energy Use Guide** to see how much energy your appliances use. Visit **rge.com**, click on **Smart Energy** and then click on **Energy Use Guide** under **Understand Your Usage**.
- You can avoid the seasonal ups and downs of your energy costs with **Budget Billing**. Your energy costs are spread evenly over 12 months so you know how much your bill will be every month. You can enroll, increase or cancel your **Budget Billing** installments at **rge.com**. It's easy, convenient and available 24/7 – even when we're not open!
- You can purchase energy-efficient products directly from our online store at **yourenergysavingsstore.com**. We offer great deals and instant rebates on a variety of energy-saving items that will help reduce your energy costs all year round.



## 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 2018 – 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**.
- 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 **888.Ask.PSC1 (888.275.7721)** or NYSEDA at **866.NYSEDA (866.697.3732)**.

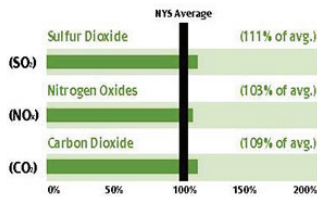
### Fuel Sources Used to Generate Your Electricity

- January 2018 through December 2018
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	4%
Hydroelectric	13%
Natural Gas	42%
Nuclear	36%
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

- January 2018 through December 2018



## Your safety is our priority

Natural gas is colorless and odorless. For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added so that you'll recognize it quickly. If you think you smell natural gas...

- **Get up, get out and get away! Then call us immediately at 1.800.743.1702 or 911** from a safe location. We'll respond quickly to make sure you and your family are safe.
- **Do not** use a phone, smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- **Do not** assume someone else will report the condition.
- **Do** provide the exact location, including cross streets.
- **Do** let us know if you notice sewer construction or digging activities are going on in the area.

For more information about natural gas safety, please visit **rge.com**.

## Help us help others

You can help bring assistance to veterans, active military personnel and income-eligible families who are facing energy emergencies. Please consider making a donation to Project SHARE at a time when it's needed most. To learn more and to donate, please visit **rge.com/projectshare**.

