



An AVANGRID Company

# EnergyLines

Manage your account anytime, anywhere with our [new Mobile App!](#)

## We're ready and we want you to be ready, too

We work year-round to improve and maintain our electricity delivery system, so you have the reliable service you depend on. If harsh winter storms come blowing in, our team is ready to respond and keep you informed.

### Weather any storm with Outage Alerts

- Receive an alert if the power goes out. You choose how you want to receive your alert: by text, email, phone, or all three!
- Easily report an outage by texting **OUT** to **743-898**
- Check the status of an outage anytime from anywhere by simply texting **STATUS** to **743-898**
- You'll get a confirmation when your power is restored

Be ready. Sign up for Outage Alerts at [rge.com](http://rge.com).

Tip: Save **743-898** in your contacts as **TXTRGE** (or something else that's easy to remember) for quick access!



## Stay warm and comfortable while managing your energy use

How much energy you use depends on a variety of factors including how many people are in your home, your daily habits, the weather, and the time of year.

Now that colder months are here, stay comfortable while understanding and managing your energy costs with our free tools and services.

- Purchase energy-saving products directly from our online store at [rgesmarthsolutions.com](http://rgesmarthsolutions.com). We offer great deals and instant rebates on a variety of energy-saving kits and new smart thermostats that will help lower your energy costs.
- Avoid the seasonal ups and downs of your energy costs when you enroll in our **Budget Billing** service. Your energy costs are spread out evenly over 12 months so you know how much your bill will be every month. Enroll by using our **Mobile App**, visiting [rge.com](http://rge.com), or calling our automated line at **800.295.7323** and press option 2 for Billing and Payments.



## We're here to help

Are you – or someone you know – having trouble managing energy bills? We have programs available to help qualifying customers manage their energy costs.

- **The Home Energy Assistance Program (HEAP)** is a federal grant program that helps income-eligible households pay for energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season. Your county's Department of Social Services is currently accepting applications. Please visit [mybenefits.ny.gov](http://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 a complete list of our assistance programs, please visit [rge.com](http://rge.com), click on Account and select Help With Bill.

## Everything you need is at your fingertips

Our FREE **Mobile App** makes it even easier to manage your account. With our app you can:

- Enroll in **eBill** and **AutoPay**
- Enroll in **Budget Billing**
- View and pay your bill
- Report an outage and access outage lists and maps
- Submit a meter reading – even in the dark with our flashlight feature.



Just text **APP** to **743-898** and we'll send you a link to download our **Mobile App** in a snap!

## Safety tips: Winter weather

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the build-up of potentially deadly carbon monoxide.
- Electric and natural gas meters and regulators should be kept clear of snow and ice 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**.

For more information, please visit our safety section at [rge.com](http://rge.com).

## Natural gas piping

Homes built after 1990, or older structures that have had work done to the natural gas system, might have corrugated stainless steel tubing (CSST) installed. If the CSST was improperly installed and lightning strikes the structure, the traveling lightning could cause a natural gas leak or possibly a fire.

All homes and businesses should have a professional inspect the natural gas system to identify CSST. If CSST is identified, we recommend that a licensed electrician ensure the CSST is bonded and properly grounded.

It's important to inspect all types of natural gas pipes to make sure they are properly maintained.

For more information, please visit our safety section at [rge.com](http://rge.com).