



An AVANGRID Company

EnergyLines

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

We have free tools to help you understand and manage your energy use

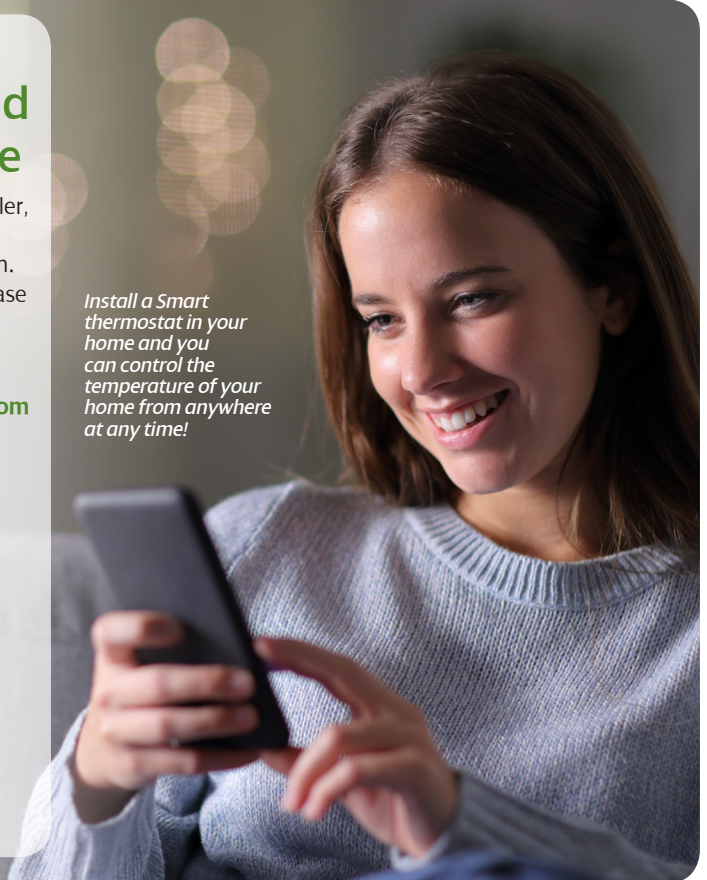
As the days get shorter and temperatures get cooler, we may use more energy by having the lights on longer and adjusting the thermostat to keep warm. Here are some easy actions you can take to decrease your energy use and ultimately your energy bill.

Things you can do today:

- Visit our online store at rgesmartsolutions.com for great deals and rebates on energy-saving products.
- Download our **Home Energy Use Guide** to better understand the usage in your home.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.
- Install a programmable or Smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to CFLs or LEDs.

Visit rge.com for more ways to understand and manage your usage.

Install a Smart thermostat in your home and you can control the temperature of your home from anywhere at any time!



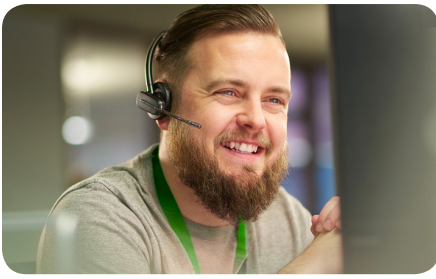
Connect with us in a snap

No matter where you are or what you're doing, with our **Mobile App** you can:

- View and pay your bill in just three clicks.
- Report an outage and monitor your power status.
- Enroll in our FREE billing services – **eBill**, **AutoPay** and **Budget Billing**.
- Submit a meter read at your convenience – even in the dark with our flashlight feature.
- Update your account profile and preferences to meet your needs.

Jump at the chance to download our new **Mobile App** today by texting **APP** to **743-898**. We'll send you a link so that you can download the app. You can also search **RG&E** at the App Store or get it on Google Play. You'll be off and running before you know it with our new **Mobile App!**





We're here to help

If you've experienced a change in financial circumstances due to the COVID-19 pandemic, we can provide options to protect your service from disconnection. Disconnection protections and payment plans with no down payment, fees or interest are available to help you, but it's important you contact us at **877.266.3492** or visit **rge.com**. Contact us today to learn how we can help.

Power On

We are committed to providing safe, reliable electricity to you.

To improve reliability and reduce outages we are:

- Installing larger, sturdier poles and upgrading to new, covered wire in areas with a greater chance of outages caused by trees coming in contact with our power lines.
- Enhancing our Tree Care efforts by adding more tree-trimming in our service area territory to reduce the number of outages.
- Adding an additional circuit to our Henrietta area to allow for better backup capabilities and fewer outages.

Making improvements to better serve our communities is a top priority for us. To learn more, please visit **rge.com**, click on **Outages** then on **Tree Care**.

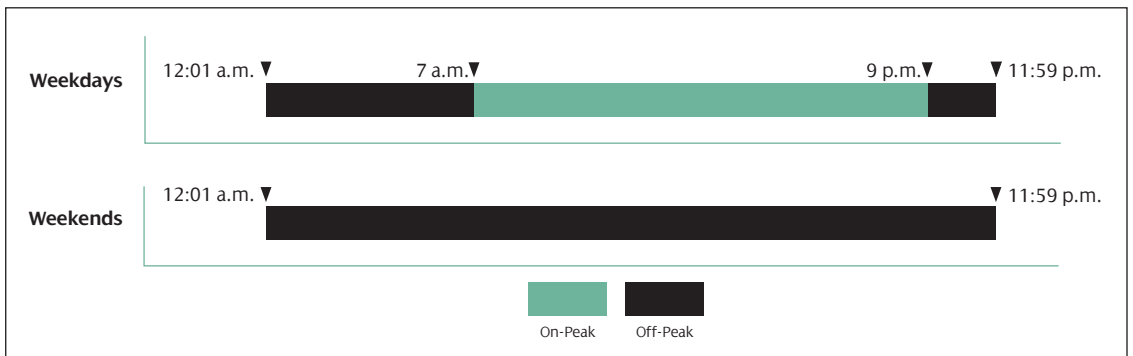
Safety tips: Carbon monoxide

- Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control, or worse.
- Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion and carbon monoxide poisoning can happen in a matter of minutes.
- Protection is as easy as having your heating system, chimney flues and vents checked once a year by a professional.
- Install a carbon monoxide alarm.

If you suspect a carbon monoxide problem, 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.

Are your timers set to save money?

Eastern Standard Time (EST) begins Sunday, November 1. If you're a **Residential Time-of-Use electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your RG&E electric meter.



The clocks in our Time-of-Use meters automatically adjust for EST. Learn more by visiting **rge.com**.