



An AVANGRID Company

EnergyLines

Manage your account anytime, anywhere with our **Mobile App!**

Energy savings made easy with our smart solutions

See what your neighbors are saying!

You may be looking for ways to reduce your energy bill, especially with the recent increases in energy supply prices. We can help you understand and manage your energy use with these smart solutions:

"This thermostat has saved me so much money on heating ... this winter. I can control it from my phone and it knows when I leave so it lowers the heat settings to economy mode." – RG&E Smart Solutions Customer

- **Energy-Saving Products.** Visit our online store at rgesmartolutions.com for great deals and instant rebates on energy-saving products exclusively for our customers.
- **Use energy wisely.** Take control of your energy costs with our no-cost and low-cost energy saving tips. We also offer rebates and incentives to help you lower energy use and control costs. Visit rge.com/EnergyEfficiencyPrograms to get started.
- **Budget Billing.** Avoid seasonal fluctuations with **Budget Billing**. Enroll today using our **Mobile App**, visiting rge.com, or by calling our self-service line at **800.295.7323** (press option 2).
- **It's your choice!** If you purchase your supply from us, we pass through that cost without profit. You can also shop for competitive energy supply through an energy services company (ESCO). To learn more, please visit rge.com/choice.

Visit rge.com/UnderstandYourUsage for more information on how to manage your energy use.

Your guide to helpful resources

If you need help with your energy bill, you're not alone. There are free programs and services available to help you get caught up. We have listed a few of them in the table at the right. Please visit rge.com/HelpWithBill for more information and to see a complete list of programs and services.



Resource	Contact Information
Home Energy Assistance Program (HEAP) and Emergency HEAP Federal grant programs that help income-eligible households pay for energy bills, weatherization, and repairs.	Visit mybenefits.ny.gov to apply
Energy Assistance Program (EAP) Helps eligible customers gain control of their energy bills through a monthly bill credit and free energy services through EmPower New York.	Visit rge.com/EAPApply to see if you qualify and to apply
Project Share Heating Fund Grants are available to qualifying customers, active military members and veterans.	Visit rge.com/ProjectShare for more information on how to apply
Payment Plans We offer flexible payment arrangements for all customers needing assistance. Plus, you can view available payment arrangements right online.	Visit rge.com/MyAccount to enroll online, or call us at 877.266.3492



Your account at your fingertips!

Download our free **Mobile App** and you can access your **RG&E** account at your fingertips, anytime, anywhere.

- View and pay your bill in just a few clicks
- You don't have to remember your account number
- Access outage information
- Update your account profile



Scan here to get our free Mobile App!

Don't have a smartphone?

You can still access your account by visiting rge.com/MyAccount.

New Yorkers helping New Yorkers

Keeping our communities housed

RG&E employees were recently on hand for the dedication of a new Flower City Habitat for Humanity home. Congratulations to the new homeowner and thank you to the RG&E employees and other volunteers who helped build this beautiful home in Rochester.



Pictured above from left to right are Joe Giffi, IUE CWA house sponsor representative; Stephanie Rankin, RG&E; Bettina P., homeowner; and Kristina Dengler, Bank of America house sponsor representative.



Pictured above from left to right are RG&E employees Hasan Bilge, Nicole Rosato, Marko Ristic (Nicole's guest), Stephanie Rankin, Cindy Witt.

Building a stronger, more resilient grid: Smart Meters



We're taking steps to build a smarter energy infrastructure. This includes upgrading to smart meters which offer you convenience, more control, and expanded choices in understanding and managing your energy use. Our new standard smart meters will be installed across our service areas over the next couple of years, so you may see us in your neighborhood.



Smart meters securely transmit usage and meter status data to us automatically, which enables monthly bills to be based on actual use, faster response if you experience a power outage and better control over your energy bills. This upgrade will help us enable greater system efficiency and meet our commitment of building a stronger, smarter grid for New York's energy future.

You can find smart meter information, videos and learn when we'll be in your neighborhood at rge.com/SmartMeters.

