



An AVANGRID Company

EnergyLines

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

Personalized and easy - give My Account a try today

My Account can help you manage your **RG&E** account all in one place. Create a **My Account** and access all our latest tools to get the most out of your service with us.



Never misplace a bill with eBill

Never miss a payment, set payment reminders, and view your eBill history



Stay updated with Alerts

Get account notifications and receive Outage Alerts



Manage your bill with Budget Billing

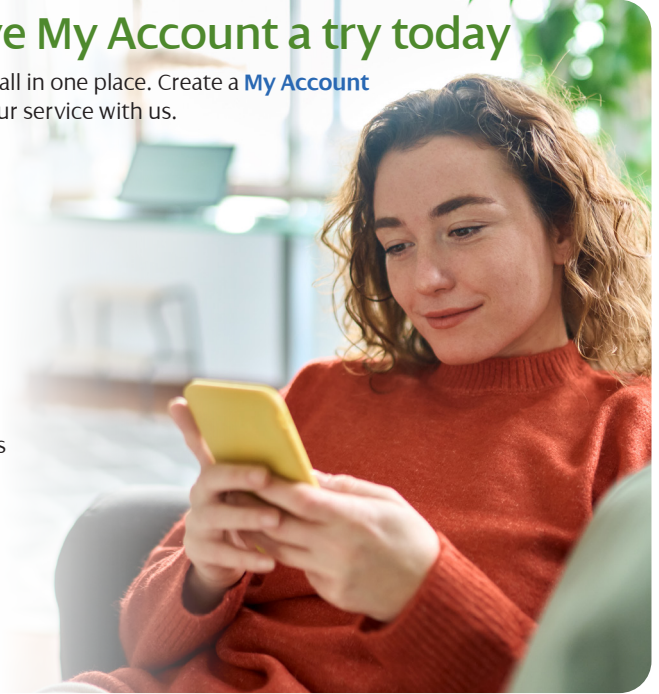
Energy costs spread evenly over 12 months so you know what your bill will be



Never miss a payment with AutoPay

It's safe, secure, and convenient

Go to rge.com/MyAccount to get started.



I read my own meter



"I want to be billed for my actual energy use, so I read my own meter. It's easy to do and I get a reminder when it's time to read the meter." Christina J., RG&E Customer



Here's how you can be billed for your actual energy use each month:

1. View our meter reading guide at rge.com/meter-reads
2. Read your meter once a month
3. Send us your meter reading

Sign up now for Meter Read Alerts at rge.com/MyAccount.

Get Smart Savings Rewards and a free thermostat

Control your home's heating and cooling from anywhere with a free **qualifying*** smart thermostat!

Sign up for **Smart Savings Rewards**** when you buy a **qualifying*** smart thermostat at **RG&E Smart Solutions** and you'll **get \$70 off your purchase** as an enrollment bonus. When you combine an instant rebate available exclusively to our customers and the enrollment bonus, the **qualifying*** smart thermostat is free.

Plus, you **get a \$20 bill credit** for full participation in our **Smart Savings Rewards**** program.

Visit rgesmartolutions.com to see how you can get a free **qualifying*** smart thermostat.

*This offer is good on **select** thermostats only.

To be eligible for the Smart Savings Rewards program and the \$70 enrollment bonus, you must be an RG&E residential or small business electricity customer and install a **qualifying* thermostat to control your central air conditioning.



See Spot Go

Reliability's new best friend

Meet Spot, the robot dog that could change the future of substation inspections. Spot takes high-definition photos and compares them with previous images, allowing Spot to detect changes in the infrastructure that escape the human eye. Spot is helping us to deliver safe, reliable power to you every day!

Spot, the robot dog, helps improve our substation inspections.

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 (calendar year 2021) 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 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 information is published twice per year 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 information, please contact the PSC at **888.Ask.PSC1 (888.275.7721)** or NYSERDA at **866.NYSERDA (866.697.3732)**.

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 call **911** from a safe location. We'll respond quickly to make sure you and your family are safe.
- **Do not** smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas.
- **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.

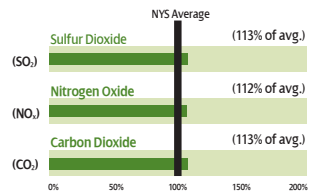
Fuel Sources Used to Generate Your Electricity

- January 2021 through December 2021
- Actual total may vary slightly from 100% due to rounding

BAT	Less than 1%
Biomass	Less than 1%
Coal	2%
Hydroelectric	9%
Natural Gas	52%
Nuclear	29%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	1%
Solid Waste	3%
Wind	2%
Total	100%

Air Emissions Relative to the New York State Average

- January 2021 through December 2021



We're on our way!



To learn more about the benefits of smart meters including when we'll be in your neighborhood, visit rge.com/smartmeters.