



EnergyLines

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

Sign up for eBill and help feed those in need

Now is the time to choose **eBill**! For the third year in a row, with every **eBill** signup we receive in November and December, we'll donate \$2.00, up to \$5,000, to **Foodlink**.

Foodlink is a Rochester-based nonprofit dedicated to ending hunger and building healthier communities by addressing the symptoms and root causes of food insecurity.

With **eBill** you can:

- View and pay your bill securely online
- Receive an email as soon as your bill is ready
- View your previous **eBills**

Your **eBill** signup will help address food insecurity in our communities.

Scan this QR code to sign up for eBill



Don't have a smartphone?
Go to rge.com/eBill to sign up today.



An estimated one in eight Americans relies on emergency food assistance. You can help with your eBill signup.

How do I stay warm and within my budget this winter?



If you're facing challenges with your energy bill, we can help.

- Apply for the **Home Energy Assistance Program (HEAP)**, a federal program that helps eligible customers pay for energy bills, weatherization and repairs. The program is currently open and accepting applications. Visit mybenefits.ny.gov to apply.
- See if you qualify for our **Energy Assistance Program (EAP)** at rge.com/EAPapply. **EAP** helps eligible customers gain control of their energy bills through a monthly bill discount. Enrollment is automatic with a recent **HEAP** benefit and expanded eligibility means you can now apply if you receive other state assistance.
- Visit rge.com/MyAccount to view your available payment plan options or call us at **877.266.3492** so we can find a solution together.

- Learn about **EmPower+** at nysenda.ny.gov/EmPower. **EmPower+** provides no-cost energy efficiency solutions to eligible customers, whether you rent or own. You may qualify for an energy assessment, high-efficiency lighting, home insulation, replacement of an older, inefficient refrigerator and much more.
- Avoid seasonal fluctuations with **Budget Billing**. Enroll today using our **Mobile App**, visiting rge.com, or by calling our automated services line at **800.295.7323** (press option 2).
- Shop for your energy supplier. Visit rge.com/Choice.

Visit rge.com/HelpWithBill to view our complete list of programs and services designed to help you manage your energy bill.

Putting our energy into the community

Our commitment to the Rochester region runs deep, starting **175 years ago** when we supplied gas and electricity to a growing community on the shores of Lake Ontario. We are still powering this community and investing in growth to support the vibrance and vitality of the Greater Rochester Area and its people.

A strong, safe and resilient electricity grid is the backbone of the region's economy. Our team plans, builds and maintains the infrastructure you depend on to stay comfortable, productive, engaged and safe.

That's infrastructure to build on.

We are actively working to attract new business to the region. In 2022, we supported **82 organizations** contributing approximately **\$6.8M in support** which led to **\$517 million in investment** and the creation or retention of approximately **3,549 jobs**.

Our grant assistance, rate assistance and COVID-19 relief programs totaled approximately \$9M – all focused on the Rochester area community. Highlights of our support include:

- **ROC2025:** Investing in business attraction and retention for the region.
- **The Finger Lakes Youth Apprenticeship Program:** Matching local youth with employers.
- **Fairlife:** Providing grant funding to support 250+ jobs and \$650M in capital investment.
- **Decocoa Chocolate Crafters:** Providing grant funding to support business expansion and jobs.
- **Strong Museum Foundation:** Providing over \$1 million in grant funding for public areas.

Learn more about our Economic Development in the community at [LookUpStateNY.com](https://www.lookupstate.com).



“RG&E is a key partner in advancing ROC2025’s mission to accelerate economic growth in the Greater Rochester region. They are a committed, impactful, and unwavering partner in our efforts to drive toward a more economically stronger and more vibrant region.”
~ Joe Stefko, President, ROC2025

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 to the right and at [rge.com/EnvDisc](https://www.rge.com/EnvDisc).
- 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 twice per year as a separate bill insert with your **RG&E** bill. This supplier environmental disclosure information insert is also available at [rge.com/EnergyLibrary](https://www.rge.com/EnergyLibrary).
- 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 them.

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 RG&E electricity supply

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

Battery	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

