



# EnergyLines

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

## Paying online is now easier

Good news! We've improved our online payment service. It's now more mobile and tablet friendly, so making a payment on the go is easy.

Plus, save time scheduling your next payment by checking the "remember my payment details" box, even for payments you make without logging in.

Check out our improved online payment service!

### Scan this QR code to pay online

Don't have a smartphone?  
Visit [rge.com/PayOnline](https://rge.com/PayOnline) to pay your bill quickly and easily.



## "I'm on a fixed income and need help with my bill. Can you help me?"



Yes, we can. If you need help with your energy bill, there are a variety of programs designed to help you including:

- The **Home Energy Assistance Program (HEAP)** helps income-eligible households pay for their energy bills, weatherization and repairs. The program is scheduled to open in November.
- Our **Energy Assistance Program (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. See if you qualify at [rge.com/EAPApply](https://rge.com/EAPApply).
- **EmPower+** provides no-cost energy efficiency solutions to income-eligible New Yorkers, 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. Learn more at [nysderda.ny.gov/empower](https://nysderda.ny.gov/empower).

Please visit [rge.com/HelpWithBill](https://rge.com/HelpWithBill) to learn more about these programs.

# Giving back-to-school

Our team of volunteers hosted a table at the **15th annual BOOKBAGS Express & Community Resource Collaborative Back to School** event. Our employees donated pocket folders, pencil cases, composition notebooks, 3-subject notebooks, colored pencils, pencils, markers, crayons, pens, highlighters, dry erase markers, erasers, scissors, glue sticks, rulers, lined paper, permanent markers, dividers, graph paper, and book bags. Children were able to pick a book bag and fill them with supplies they needed.

Another team of volunteers helped to sort school supplies for **Big Brothers Big Sisters of Greater Rochester**.



A team of RG&E employee volunteers help sort school supplies.

## Simple savings tips

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.

- For great deals and rebates on energy-saving products visit our online store at [rgesmartsolutions.com](https://rgesmartsolutions.com).
- Install a smart thermostat to easily match temperature settings with your schedule.
- Change your home lighting to LEDs.
- Clean or replace filters in your furnace or heat pump so they run more efficiently.

Find more energy-savings tips by visiting [rge.com/UnderstandYourUsage](https://rge.com/UnderstandYourUsage).

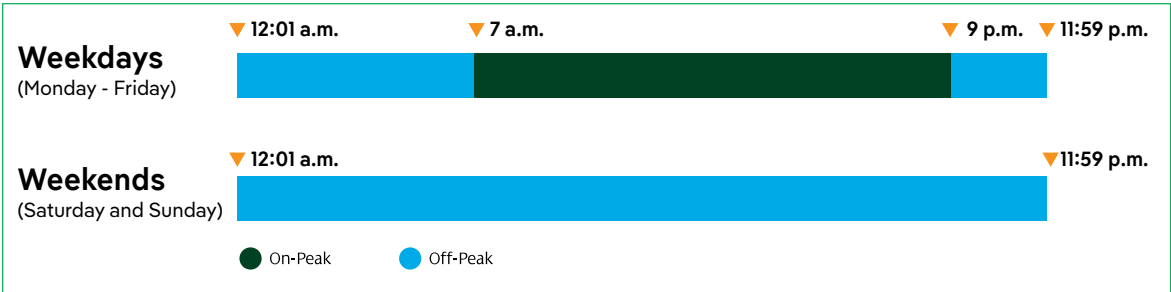
## Safety tips: Carbon monoxide

- Carbon monoxide, a colorless odorless gas, can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control.
- 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 **800.743.1702** or **911** from a safe location. We'll respond quickly to make sure you and your family are safe.

# Set your timers to save on your electricity bill

Eastern Standard Time (EST) begins Sunday, November 5. 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](https://rge.com).