

EnergyLines

Manage your account easily at rge.com/MyAccount



Winter help is here

Winter can be tough, but support is available. If you're having difficulty managing your heating costs this season, these programs can help you stay warm and comfortable:

- Our **Energy Assistance Program (EAP)** offers a monthly discount on your energy bill. If you receive state assistance, you may qualify.
- **NYSERDA's EmPower+** offers no cost energy efficiency solutions to income-eligible New Yorkers, whether you rent or own.
- The **Home Energy Assistance Program* (HEAP)** provides federal grant money to qualified customers to help pay their heating costs.

Visit rge.com/HelpWithBill to learn more about these programs and other available resources.

*At press time, HEAP opening was delayed until further notice. Please visit otda.ny.gov/programs/heap to check on current availability.



Bright ideas for a safe, energy-smart holiday season

As the days get shorter and the holidays approach, it's important to remember festive lights can increase your energy use. But if you use our tools below, you can have a holly-jolly holiday season and stay energy smart!

- Use Energy Manager to track your energy use.
- Set up Usage Alerts so you're always in the know.
- Use timers or smart plugs to automatically turn off lights late at night.

Visit rge.com/MyAccount to start using these energy-saving tools today!

Holiday safety tips



Stay safe this holiday season with these helpful reminders:

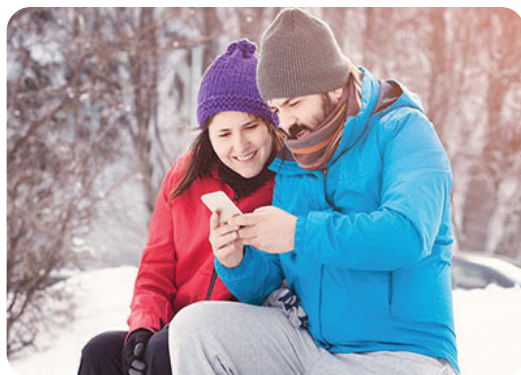
- Inspect cords and plugs for damage before use.
- Keep flammable decorations away from tree and other lights.
- Don't overload outlets.
- Keep wires away from toddlers and pets.

Unwrap convenience with eBill

When you sign up for eBill, you can easily get your energy bill paid in minutes, leaving you time to enjoy the holiday season. Plus, you can:

- View and pay your bill securely online anytime.
- Set up payment reminders.
- Easily find your eBill history.

Sign up at rge.com/MyAccount in just a few clicks, then go bake some cookies!



Powering New York: Open house connections

As part of our Powering New York initiative, we're making grid improvements and system upgrades to help New York achieve its energy goals. Throughout the region, we've met with our customers in person to introduce our project work, let them know what they can expect throughout the project's construction process, locate project work near them using an interactive map and answer their questions.

These projects are creating a more reliable, resilient and sustainable energy future for our customers and for New York state. They will help our system endure extreme weather events while meeting the growing demands for more electricity.

Visit PoweringNewYork.com to learn more about the projects and to see how they will change the way we will power homes, businesses and communities across the state.

Winter meter safety tips

- Natural gas chimneys and vents should be kept clear of snow and ice to prevent the buildup of carbon monoxide.
- Electric and natural gas meters and regulators should be kept clear of snow and ice by using a broom or by hand – not a shovel. Never bury electric or natural gas meters, natural gas pipes or natural gas regulators with snow.
- Please clear a pathway to outside meters so we have clear and safe access for maintenance, or to read your meter if you don't have a smart meter yet. We'll be able to provide you with a bill based on your actual energy use until your smart meter is installed.
- If a meter becomes encased in ice, or begins to make an unusual noise, please call us at **800.743.2110**.

For more information, please visit rge.com/Safety.

Natural gas piping safety reminder

Corrugated Stainless Steel Tubing (CSST) is a yellow flexible pipe used to provide natural gas from the meter to the natural gas appliances in your home or business. If you live or work in a structure built between 1990 and 2006, or if natural gas line work was performed on your building during that period, be aware of possible safety hazards associated with CSST.

Some 500,000 new homes in the United States have CSST installed each year. Since regulations directing how pipes are bonded and grounded were not adopted until 2006, you should have your piping system inspected by a licensed electrician.

If the CSST was improperly installed and lightning strikes the structure, the traveling lightning could cause a natural gas leak or possibly a fire. If your system isn't in compliance, a professional can help you take steps to protect your home or business.

