

April 2026

EnergyLines

Manage your account easily at rge.com/MyAccount



RG&E

An Avangrid company

Need help? We've got you covered

If you're struggling with energy bills, we're making help easier to access. More households now qualify for monthly bill credits through our Enhanced Energy Affordability Program (EEAP).

If approved, we'll calculate your credit and apply it directly to your bill. EEAP is a two-year pilot program, so eligibility and enrollment periods may change. It's available to eligible customers who don't qualify for or aren't enrolled in EAP. Enrollment lasts 18 months.

Find out if you qualify at rge.com/EEAP.



Celebrate Earth Month and spring clean with eBill

Switch to eBill to reduce your paper pile and get organized. It's quick, convenient and one less envelope on your counter.

- Get an email when your bill is ready.
- Pay your bill online.
- Access your bill anytime, anywhere.

Visit rge.com/MyAccount to sign up today.

Are you moving this spring?

Start or stop service with just a few clicks – even months ahead of time. Visit rge.com/Moving to see how easy your move can be.



Don't dig into trouble, know what's below

Whether you're a contractor or homeowner, safe digging starts with **UDig NY**. This free, statewide service identifies any underground utilities and protects you and others from injury.

It's easy. Call **811** or visit **UDigNY.org** between two and 10 working days before starting your project.

It's free. Utility representatives will visit the site to mark the location of underground electric, gas, water and any other utility-owned facilities.

It's the law. Accidentally digging into underground utilities can cause personal injury, environmental harm and costly damage.

Look up ... look out!

If you're headed outdoors with a list of home improvement projects, remember to watch overhead – it could save your life!

When working around the outside of your house, remember aluminum siding, gutters and ladders conduct electricity. Make sure none of these materials come into contact with an overhead wire. No line is safe to touch, ever!

If your project includes trimming trees, please don't trim near power lines; leave that trimming to us.

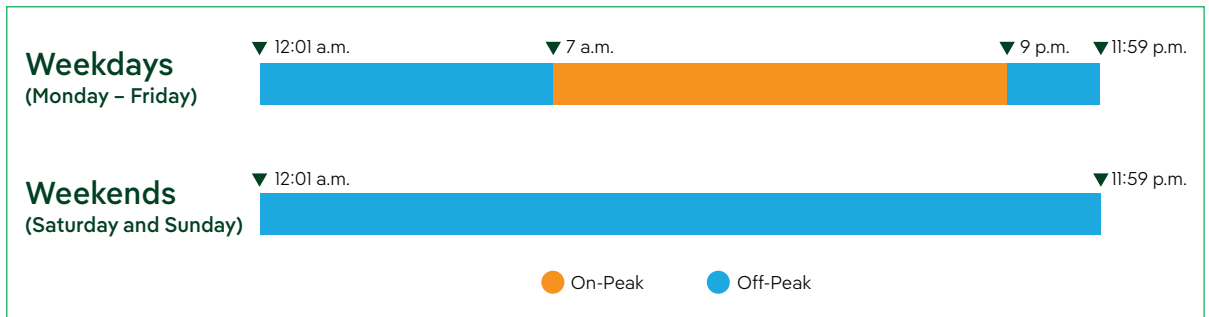
Visit rge.com for more information.

Are your timers set to save money?

Daylight Saving Time (DST) began Sunday, March 8. If you're an **RG&E Time-of-Use (TOU) electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost hours are always matched with the clock in your **RG&E** electric meter.

To confirm if you're a TOU customer, please check your "Electricity Service" noted on your bill at the top of page 3.

The clocks in our TOU meters automatically adjust for DST. Please refer to the graph below for lower cost hours, or visit rge.com/TOU for more information.



Lighting the way to a safer community

Did you know neighborhoods with porch lights on have fewer break-ins?

We teamed up with the 19th Ward Community Association in Rochester to give residents energy-efficient bulbs. These lights help deter crime and strengthen our community ties.

Together, we're making safety shine.

