



Please complete this form to apply for RG&E service. To expedite this request, e-mail an electronic copy of this form to customer_service@rge.com or complete it online at rge.com (click on "Your Account," "Turn Service On or Off" and then on "Turn On Service").

Completion of this form does not guarantee service. You may be required to provide additional information and/or pay a deposit. If you need to provide a deposit as a condition of service, we will notify you.

New Customer Name _____ e-mail _____ (This e-mail will only be used to contact you regarding your RG&E service)

Service Address _____ Apt. _____ City _____ State _____ ZIP _____

Mailing Address _____ Apt. _____ City _____ State _____ ZIP _____ (If different from service address)

Home Telephone _____ Cell/Other Telephone _____

>> You must provide RG&E with two forms of verifiable identification: Social Security Number _____

Driver's License Number _____ and State _____ Other ID Type _____ and ID Number _____

Employed? Yes No If yes, where _____ Student? Yes No If yes, where _____

Student Permanent Home Address _____ City _____ State _____ ZIP _____ (If different from new service and mailing address)

Other adult(s) authorized to discuss this account _____ Relationship _____

Any residents on life support devices or have a serious medical condition? If so, please detail. _____

Any special needs in the household? Blind, disabled or all residents 62 or older and/or under 18 Receiving Social Security or Public Assistance

Ever had service with RG&E? If so, please provide your prior address or account number. _____

How long will you be needing service? _____ Date Desired to Start Service _____ (Monday through Friday, Non-Holidays)

Service Requested: To expedite service, please provide meter readings below or e-mail a photo of the meter(s) to customer_service@rge.com. Please include meter number(s) in your e-mail subject line, if the service is on.

Electricity: Meter Number _____ Meter Reading _____ Date of Meter Reading _____

Natural Gas: Meter Number _____ Meter Reading _____ Date of Meter Reading _____

MONTHLY BILLING AND PAYMENT SERVICES (Optional, see page 2 for descriptions of these services. For payment terms and details, visit rge.com.)

Billing services: Budget Billing e-Billing (please provide information below) Customer Meter Reading (select one option): Phone e-mail

For e-Billing: e-mail address (required) _____

Please answer two security questions: City born in _____ Mother's maiden name _____

Name of your high school _____ Favorite pet's name _____

Electronic Funds Transfer Enrollment: YES, I authorize RG&E to make arrangements with the financial institution listed below to deduct my RG&E payments, including any previous balance, from my checking account.

Name on Bank Account _____ (Exactly as it appears on your bank statement)

9-Digit Routing Number _____ Bank Account Number _____

THIRD PARTY NOTIFICATION SERVICE (Optional, see page 2 for description)

I (RG&E customer) request any notice of possible disconnection of my RG&E service for nonpayment of bills also be mailed to:

Third Party Name _____ Relationship _____ Telephone _____

Third Party Address _____ City _____ State _____ ZIP _____

I hereby certify the information provided on this application is accurate and correct to the best of my knowledge.

X _____ Customer Signature _____ Date _____

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MONTHLY BILLING AND METER READING SERVICES

- > **Budget Billing:** Spread your energy costs evenly over 12 months. While there is no cost saving, Budget Billing helps you know what your payments will be in advance. Every three months we'll review your account and adjust your monthly payment according to recent usage and energy prices. At the end of 12 months you may have a final "clean-up" payment or credit.
- > **Interim Estimated Billing:** We read most meters every other month. On the months we don't read the meter, we send an estimated bill based on the amount of energy used for a similar period the previous year. Any difference between actual and estimated use is corrected with the next meter reading.
- > **Customer Meter Reading:** Consider this service if you prefer to be billed for your actual energy use each month. When you provide a meter reading, we'll use your meter read to calculate your bill (unless we have read the meter or your read arrives early or late for billing). You can provide your readings:
 - >> Online at rge.com.
 - >> By **telephone** using our Self Service Line at **1.800.295.7323**.
 - >> By **e-mail** (we'll send you an e-mail when the meter reading is due). You can take a photo of the meters and e-mail a photo to **customer_service@rge.com**. Please put your meter number(s) in your e-mail subject line.

FREE PAYMENT SERVICES AND OPTIONS*

- > **e-Bill:** Go paper-free with RG&E's e-Bill service. Enroll in e-Bill to schedule payments automatically or make monthly payments. We'll even send you an e-mail when your new bill is ready for review and payment. After enrollment, future invoices are available for viewing for up to 13 months. For more information about e-Billing visit rge.com.
- > **e-Payment:** Make a payment online at rge.com or by calling **1.800.295.7323** and still receive your paper bill every month.
- > **Electronic Funds Transfer:** Take the worry out of remembering to pay your bill. Provide us with your 9-digit routing number and your bank account number and have us automatically deduct your RG&E payment from your checking account 23 days after we mail your bill.

Memo _____	
⑆①②③④⑤⑥⑦⑧⑨⑩⑪⑫⑬⑭⑮⑯⑰⑱⑲⑳㉑㉒㉓㉔㉕㉖㉗㉘㉙㉚㉛㉜㉝㉞㉟㊱㊲㊳㊴㊵㊶㊷㊸㊹㊺	①②③④⑤⑥⑦⑧⑨⑩⑪⑫⑬⑭⑮⑯⑰⑱⑲⑳㉑㉒㉓㉔㉕㉖㉗㉘㉙㉚㉛㉜㉝㉞㉟㊱㊲㊳㊴㊵㊶㊷㊸㊹㊺
9-Digit Routing Number	Bank Account Number

- > **Pay in Person:** Bring your payment to a pay agent (Walmart, supermarkets or other businesses) or use our drop box at one of our 3 office locations.
- > **Pay by Mail:** Billing, P.O. Box 11747, Newark, NJ 07101-4747

*For payment terms and details, visit rge.com.

THIRD PARTY NOTIFICATION

- > **As the RG&E customer of record** – If circumstances make it difficult for you to keep track of your RG&E account, you can designate a friend, relative, or other third party to receive a notice from us whenever your service is at risk of being terminated.
- > **As an owner or agent of rental property** – If you are concerned about a tenant's potential termination of service, you may wish to ask your tenant to enroll in our Third Party Notification service, naming you as a third party contact.
- > **When named as a Third Party contact** – You, the third party, would receive a copy of any reminder or termination notice sent to the RG&E customer of record. You would not be financially obligated for the account.

RESIDENTIAL SECURITY DEPOSITS

A security deposit is customer's money held by RG&E as a security for payment of unpaid bills. The Public Service Law authorizes utilities to collect deposits as a condition of providing electricity and/or natural gas service to customers.

The deposit amount may not exceed two times the average monthly bill for a calendar year, except in the case of electricity or natural gas space heating customers, where deposits may not exceed two times the average monthly bill for the heating season.

A deposit may be required from anyone considered a short-term customer, i.e., a person requiring service for less than one year.

Simple interest at a rate specified by the Public Service Commission is calculated annually and appears as a credit on the bill. Deposits (plus interest) are refunded or credited to customers who have paid their bills in full and on time for one year.

If you have questions about a security deposit, contact us. Security Deposit rules and regulations can be reviewed at any RG&E customer service office during regular business hours.

ELECTRICITY AND NATURAL GAS SUPPLY CHOICES

RG&E electricity and natural gas customers can choose to purchase their energy supply from RG&E or a supplier other than RG&E (also known as an energy services company or ESCO). With any supplier you choose, RG&E will continue to deliver your energy safely and reliably. Visit rge.com to learn more.

- For more information or to learn about other services, visit rge.com or call **1.800.743.2110**.

➤ **Please e-mail an electronic copy** of this form to customer_service@rge.com or **fax completed form** to RG&E Customer Relations Center at **1.585.724.8880** or mail a completed form to 89 East Avenue, Rochester, NY 14649. **Contact us** online at rge.com by using our secure form (click on "Contact Us" then on "Write to RG&E") or call **1.800.743.2110** (Monday through Friday, 7 a.m. to 7 p.m.).