



## RG&E Rental Property Coding Service Cover Letter and Form (Pages 1-3)

As the owner or agent of various rental properties, you may be interested in **RG&E's Rental Property Coding** service. If you are already participating in this service, use this form to update any of your preferences.

### **Rental Property Coding Service:**

With your authorization we will code your rental property accounts with instructions to apply whenever *we receive a request from your tenant to take service out of their name*. **Please note:** If any of your accounts have past-due balances, we may not be able to honor your coding instructions.

The Rental Property Coding service options include:

**Option 1: Establish service in your name; always leave service on.**

**Option 2: Don't place service in your name; never leave service on.**

**Option 3: Establish service in your name during a specific time period** (for example, leave service on from November 1 through April 15).

By coding your account in advance, you can choose the level of safeguard you wish for your property. If you choose Options 1 or 3, we will inform you by mail when the service is placed in your name.

If you are interested in our **Rental Property Coding service**, please complete and return the form to **RG&E, Customer Relations Center, 89 East Avenue, Rochester, NY 14649-0001** or send by fax to **585.724.8880**.

It is important to identify each of your rental properties on the form by supplying the complete service address and the meter or account number. Please notify us about any instruction changes or about the sale of any properties in writing to RG&E's Customer Relations Center address noted above.

We hope this service will be a useful tool for managing your rental properties. If you have any questions, please contact us at [rge.com](http://rge.com) or at 1.800.743.2110, Monday through Friday, 7 a.m. to 7 p.m.

Sincerely,

RG&E Customer Service

Enclosure: RG&E Rental Property Coding Service Form for Owner/Agent

# RG&E Rental Property Coding Service Form for Owner/Agent - Page 1

## 1. Contact Information:

Owner/Agent Name:

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Billing Name (if different):

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Owner/Agent Mailing Address:

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Owner/Agent Signature:

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Today's Date: \_\_\_\_\_

Day Phone: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

Other Phone: \_\_\_\_\_ . \_\_\_\_\_ . \_\_\_\_\_

## 2. Owner/Agent Rental Property - RG&E Service/Billing Options:

In the area provided on page 3 of the form, list your rental properties and identify them by supplying the complete service address and the meter or account number. For each property listed, please circle on the form (in Column D) the desired RG&E Service/Billing Coding Option.

The Options are:

**Option 1: Establish service in your name, always leave service on:** When a tenant requests service be taken out of their name, billing for service will be established in your name. You will be responsible for the bills from the date the tenant discontinues service until we receive a request for service from a new tenant or you contact us to turn service off. Any bills sent will be billed at the RG&E Variable Price Option – learn more about this price option at [rge.com](http://rge.com) or call 1.800.743.2110.

## RG&E Rental Property Coding Service Form for Owner/Agent - Page 2

**Option 2: Don't place service in your name; never leave service on:** *When a tenant requests that service be taken out of their name, service will be turned off regardless of freezing conditions. RG&E cannot be responsible for any damage to the property as a result of such conditions; you may want to winterize the property.*

**Option 3: Establish service in your name during a specific time period:** You can select the time period you would prefer service be placed in your name (for example, keeping service on during the winter months).

Billing for service will be established in your name when a tenant requests service be taken out of their name from:

\_\_\_\_\_ through \_\_\_\_\_  
(month) (day) (month) (day)

You will be responsible for the bills from the date the tenant discontinues service *until we receive a request for turn on from a new tenant (or owner) or you contact us to turn off service.* Any bills sent will be billed at the RG&E Variable Price Option – learn more about this price option at [rge.com](http://rge.com) or call 1.800.743.2110. Outside of the above-stated time period, service will be turned off should a tenant call to have service taken out of their name.

## RG&E Rental Property Coding Service Form for Owner/Agent - Page 3

Once you have completed this form, please return it to **RG&E, Customer Relations Center, 89 East Avenue, Rochester, NY 14649-0001** or send by fax to **585.724.8880**.

You may want to make a copy of this form for your records. If you need more space, please make a copy of the form (pages 1-3).

A. RG&E Meter or 11-Digit Account Number	B. Service Address (Street, City, ZIP Code)	C. Current Tenant/ RG&E Customer Name	D. Owner/Agent Rental Property RG&E Service/Billing Options (Circle an Option below for each account)
			Option 1 ----- Option 2 ----- Option 3
			Option 1 ----- Option 2 ----- Option 3
			Option 1 ----- Option 2 ----- Option 3
			Option 1 ----- Option 2 ----- Option 3
			Option 1 ----- Option 2 ----- Option 3
			Option 1 ----- Option 2 ----- Option 3
			Option 1 ----- Option 2 ----- Option 3