

PROCESS

How to Obtain Service

To initiate requests for new services and upgrades:

Call

RGE's Energy Service Installations Department (ESI) directly at **585.724.8666** or **800.743.2110**, select Option 3, and then select Option 3

- Or -

Go online to **rge.com**

- Click on Start/Stop Service
- Click on "Request New Construction" or "Upgrade or Relocate Service"
- Fill out the application completely and click on submit

Completed applications for new services and upgrades can be submitted by email, fax, or mail.

Email **rge_esi@rge.com**

Fax 844.515.1574

Mail Rochester Gas and Electric
180 South Clinton Avenue
Rochester, NY 14604
Attention: West Ave/ESI Department

The company is not responsible for errors resulting from the oral transmission of information.

Non-Residential Customer/Contractor Responsibilities

(Refer to Section 4 for additional requirements and responsibilities)

1. Complete all written applications and forms accurately and with no missing information. If any information is missing, the applications and forms will be returned to the customer and the job will not be started.
2. Submit *Service Request* forms describing the proposed electrical installation and expected loads. Include the existing service designation and meter location for rewires or upgrades to the existing service.
3. Request service at least 90 days before date electric service is required. For residential rewires or upgrades, the customer may designate on the Service Request forms the service location, service pole, and meter location if the service remains at the same location and if there are no clearance violations caused by pools, additions, garages, or decks. Where there is a clearance issue or if the attachment is inaccessible by ladder from the ground, the company designates the service location.
4. Provide a security deposit (or sign up for Autopay if option exists based on request submitted) and/or tax-exempt forms (if applicable).