

Telephone Line Instructions:

All customers must have a phone line connected to their electric meter. To complete this process and avoid a monthly manual meter download charge of \$82.49, follow the procedures below:

- 1.) Have a dedicated, analog telephone line run to your electric meter location. A standard RJ 11 telephone jack should be mounted within one foot of the meter. RG&E will make the final connection between the meter and the telephone jack. If the meter is outside, the RJ11 phone jack should be mounted in a weather proof box within one foot of the meter.



- 2.) Once the telephone line has been installed and activated, please submit the telephone number using the form on the website at <https://www.rge.com/web/rge/smartenergy/understandyourusage/meter-telephone-line-connection> or call the MHP Hotline at 607.762.7621 and leave a message with the information.
- 3.) Once the phone line information has been received, RG&E will come to the site, make the final connection, and test the phone line.