

# Request for Service and Third Party Notification

Please complete this form to apply for RG&E service. To expedite this request, complete it online at [rge.com/Moving](http://rge.com/Moving) or email this completed form to [customer\\_service@rge.com](mailto:customer_service@rge.com).

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 \_\_\_\_\_ Email \_\_\_\_\_  
THIS EMAIL 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 Phone \_\_\_\_\_ Cell/Other Phone \_\_\_\_\_

**RG&E requires 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 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-FRIDAY, NON-HOLIDAYS

**Service requested:** To expedite service, please provide meter readings below.

**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 pg. 2 for descriptions of these services. For payment terms and details, visit [rge.com](http://rge.com).)

**Billing services:**  Budget Billing  Customer Meter Reading (select preferred options):  Phone  Email  Text Message

**eBilling Enrollment:** Email address (required) \_\_\_\_\_

**AutoPay 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 \_\_\_\_\_

9-Digit Routing Number \_\_\_\_\_ Bank Account Number \_\_\_\_\_

**Third Party Notification Service** (Optional, see page 2 for description.) Third Party Notification will only be mailed when both parties sign below.

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 \_\_\_\_\_ Phone \_\_\_\_\_

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** \_\_\_\_\_ DATE  
CUSTOMER SIGNATURE

**X** \_\_\_\_\_ DATE  
THIRD PARTY NOTIFICATION RECIPIENT SIGNATURE

# Request for Service and Third Party Notification

## 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. We routinely 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 phone using our **Automated Phone System** at **800.295.7323**.
  - Through our **Mobile App**. Text **APP** to **743898** to download the app after your account is established.

## Free payment and service options\*

- **eBill:** Enroll in **eBill** to receive new bill reminders through email, schedule convenient payments online and view up to 13 months of your **eBills**. To learn more visit **rge.com**.
- **Payments:** Make a payment online at **rge.com** or by calling **800.295.7323** and still receive your paper bill every month.
- **AutoPay:** 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.
- **Mobile App:** Text **APP** to **743898** or search RG&E in the App Store or Google Play Store.
- **Pay in Person:** Bring your payment to an approved pay agent location or use a drop box at one of our office locations. Visit **rge.com/PayinPerson** for locations.
- **Pay by Mail:** RG&E, P.O. Box 847813, Boston, MA 02284-7813

\*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/Choice** to learn more.

For more information or to learn about other services, visit **rge.com** or call **800.743.2110**.

Please email a copy of this completed form to **customer\_service@rge.com** or mail to 180 South Clinton Avenue, Rochester, NY 14604. If you have additional questions, please contact us at **rge.com/ContactUs** or call **800.743.2110** (Monday through Friday, 7 a.m. to 7 p.m.).