



**New!** Sign up for Outage Alerts at [rge.com](http://rge.com)

June 2016

# EnergyLines

Save paper — sign up for eBill and view this newsletter online, too!

## When summer storms strike, you won't be left in the dark

We work year-round to make sure the electricity delivery system is in tip-top shape so you receive safe, reliable power every day. On the rare occasion that powerful summer storms knock out power, we'll be ready.

And now, with **Outage Alerts**, you won't be left in the dark.

**Outage Alerts** will provide you with all the information you'll need during an outage — including an estimated time of restoration.

With **Outage Alerts**, if your power goes out you will:

- Receive your alert by text, phone or email - or all 3.
- Get an estimated time of restoration and an alert when the power is restored.
- Sign up more than one person per household to receive alerts.
- Receive alerts for other locations like your camp or an elderly parent's home.

**Outage Alerts** will keep you informed as we work to restore your power. Don't be left in the dark. Visit [rge.com](http://rge.com) and sign up for **Outage Alerts** today!



*All of these customers are getting Outage Alerts - each in a different way!*

## Sign up for Meter Read Reminder Alerts

Our **Meter Read Reminder Alerts** let you know when we're scheduled to read your RG&E meter and/or when you can provide your own meter reading on the months when we're scheduled to estimate your usage for billing or when it's inconvenient for you to provide us access.

**Your benefits from actual meter readings include:**

- Bills based on your actual energy usage.
- Easy tracking of your energy usage.
- You can understand and link your energy usage to how you use appliances.
- When you understand your usage, you can manage it.



*"Meter Read Reminder Alerts let me know when my meter is going to be read. I can then make sure that my dog Sandy is safely secured in the house and the meter reader has safe access to the meter." Sarah S.*

**When you sign up for our Meter Read Reminder Alerts, you'll:**

- Receive an alert by text, phone, or email when your meter is scheduled to be read by us or when your customer meter reading is due.
- Receive alerts only when you want them: monthly, only when we're scheduled to read your meter, and/or or when we're scheduled to estimate your usage for billing.

Sign up today at [rge.com](http://rge.com) and click on "Your Account" then on "Reading Your Meter."

Follow us on:  

# Natural gas is convenient, safe and reliable

## Never run out of fuel with a natural gas grill

You can make sure your grilling goes as planned when you use natural gas to power your grill. You'll never have to worry about running out of fuel! Natural gas is clean, affordable, safe and reliable.

When purchasing outdoor appliances, tell your retailer that you want your appliance to be set up for use with natural gas. Remember to leave natural gas appliance installations to the professionals. Only professional plumbing and heating contractors or appliance installers should install natural gas lines, change appliance connectors or check service lines running from your natural gas meter to your appliances.

## Get natural gas to your home for free!

Natural gas, the fuel of choice, is efficient, economical, domestically-produced, dependable and environmentally friendly.

Plus, if your home is 100 feet or less from one of our natural gas mains, we'll install the service for free, as long as you commit to installing natural gas heat in your home. You can also receive a \$115 to \$560 rebate when you install qualifying high efficiency furnaces and boilers.

Learn more about the benefits of natural gas, natural gas grills and appliances, rebates for qualifying heating equipment, and applying for service by visiting [rge.com/gasconnect](http://rge.com/gasconnect) or call us at **1.800.743.2110**.



# We're jazzed to be part of the Rochester community!

## RG&E and the Avangrid Foundation cosponsor Rochester's premier Jazz Festival

We are proud to once again be cosponsors of this exciting musical extravaganza. This year we will be hosting a series of **free** music at the Avangrid Foundation/RG&E Fusion Stage (Chestnut Street and East Avenue) during the 15th annual Xerox Rochester International Jazz Festival.

While you're there, take a break from toe tapping and finger snapping to learn about our many customer service programs. Join us on **June 28 from 10 a.m. to 4 p.m.** at the Fusion Stage. We'll have information about our convenient customer service options, energy efficiency programs and our new **Outage Alerts**. We'll also offer electric and natural gas safety tips, and information regarding online safety and security for you, your family and your business.

## Natural gas safety tips

We work diligently to ensure your safety. Here's what you can do to keep you and your family safe.

### Use your senses to stay safe

A natural gas leak is usually recognized by smell, sight or sound.

- **SMELL** For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added to natural gas. Note: Not all natural gas in larger transmission lines is odorized.
- **SIGHT** You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.
- **SOUND** You may hear an unusual noise like roaring, hissing or whistling.

## Suspect a natural gas leak?

**Get up, get out and call us immediately from another location at 1.800.743.1702 or call 911**

- DO NOT use a phone, smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if you notice sewer construction or digging activities are in progress.