



New! Sign up for Outage Alerts at rge.com

August 2016

EnergyLines

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

Reliable people, reliable power, our plan delivers

Our new service plan delivers enhanced reliability and new services for you

Our new plan for electricity and natural gas delivery service went into effect July 1, 2016, as approved by the New York State Public Service Commission. The plan includes system and service enhancements.

Highlights of our new three-year service plan include:

- An improved Tree Care program that will assist us in maintaining reliability for our electricity customers.
- Enhancements to the safety and reliability of our electricity and natural gas delivery systems.
- Improvements in the safety and reliability of our natural gas service by accelerating the replacement of aging natural gas mains.
- Expansion in our rebate program to help more customers take advantage of natural gas service, and providing new funding options to expand our natural gas system to serve new communities.
- Expanded assistance for our lower-income customers.

More information about our new service plan can be found by visiting rge.com. Click on "For Suppliers and Partners," then on "Pricing and Tariffs" and then on "PSC Filings."




Be safe: Pipeline markers show the way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact Dig Safely New York at **811** prior to any excavation.



Follow us on:  

Stay informed with FREE Outage Alerts

When strong summer storms strike, we're ready to roll and we want you to be ready too. Now, you can stay informed during an outage with our **FREE Outage Alerts**.

When you sign up, you can:

- Receive an alert by text, email or phone if your power goes out.
- See the estimated time of restoration so you can plan.
- Receive an alert when your power is restored.
- Set your alerts on quiet time to receive them only when you want them.
- Sign up more than one person per household and receive alerts for other locations like a camp or an elderly parent's home.

Get started today. Sign up for **FREE Outage Alerts** now at rge.com/outages.

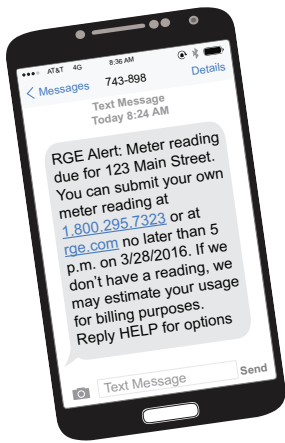


Now's the time to enroll in eBill!

Viewing and paying your bill is even easier with the new features available with **eBill**.

- View up to 12 months of bills online.
- View and pay your bill on one simple screen.
- Group multiple bills to make one single payment.
- Export your eBill data to Excel.
- Choose additional email notifications.
- Simple and secure.

Learn more and enroll at rge.com.



Sign up for Meter Read Reminder Alerts and benefit from actual meter readings

Our **Meter Read Reminder Alerts** let you know when we're scheduled to read your meter and/or when you can provide your own 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, and save money.

Sign up for **Meter Read Reminder Alerts** and receive alerts by email, text or phone.

It's easy, just visit rge.com and click on "Your Account" and then on "Reading Your Meter."

Shop for your natural gas supplier

Shopping for a natural gas supplier may be one way to help manage your energy costs. Visit rge.com for a supplier list and questions to ask them. With any supplier you choose, **RG&E** will deliver your energy safely and reliably, and we'll be here – 24/7 – to respond to emergencies.