



September 2016

EnergyLines

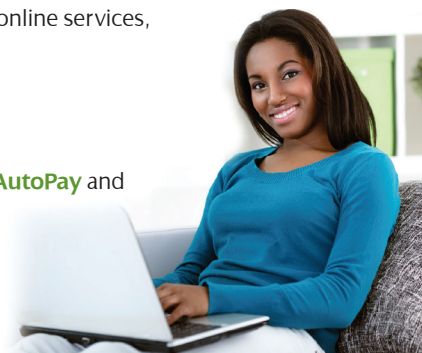
Save paper — sign up for eBill and view this newsletter online, too!

Your power, your way

It's easy to do business with us. We offer a variety of payment options, online services, programs and self-service options that are convenient and easy to use.

- Receive alerts by text, email or phone if your power goes out and an estimated time of restoration with **FREE Outage Alerts**.
- Sign up for our convenient billing and payment services like **eBill**, **AutoPay** and **Budget Billing**. Combine all three and let your bill manage itself each month. You won't have to lift a finger!
- 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.
- Pay your bill on line in an instant with just a few clicks. Our systems are secure and easy to use.

No matter where you are or what time it is, we have you covered at rge.com.



Can we read your meter, please?

We can read your meter – and provide you with a bill based on your actual energy usage – when we have clear access to your meter on your scheduled meter reading date (found at the top of page 1 of your bill).

Please take a few minutes to be sure we can read your meter, keeping in mind the following:

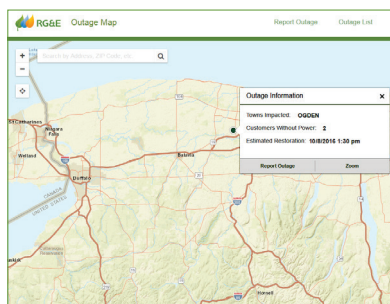
- For outside meters, be sure the path is clear and the meter is not behind locked gates.
- For inside meters, if you won't be home on your scheduled meter read date, **consider providing us a key or reading your own meter**.
- Be sure your pets are properly secured.

You can also sign up for **Meter Read Reminder Alerts** and receive alerts by email, text or phone, to let you know when we're scheduled to read your meter and/or when you can provide your own meter reading. Visit rge.com to sign up today.



Michael is ready to read your meter.

Stay informed with our enhanced Outage Map



When there's an electricity outage, use our enhanced Outage Map to stay informed. Visit rge.com and click on "Outage Central" and then on "Electricity Outage Map" to check out the following map features and more:

- Access the map from any device: smartphone, tablet, computer.
- Use the "My Locations" feature to customize and store for quick viewing multiple locations, such as your home, camp or an elderly parent's home. Save these just like a bookmark.
- View the estimated restoration time for each outage on the map.

Follow us on:



Look Up...Look Out, and call before you dig

Be aware of overhead and underground electric lines!

Look Up...Look Out!

When you or your contractor are working around your house, be aware that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.



Call 811 before you dig

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities (electric lines and natural gas lines) marked is essential to protect yourself and others from injury and prevent damage to underground utility lines.

Contractors are required by state law to call Dig Safely New York. Homeowners who are planning digging projects are encouraged to call **811** or visit digsafelynewyork.com. Contact Dig Safely New York at least two working days (not counting the day you call) but not more than 10 working days before you plan to start your project. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."

Energy resources and services for educators, parents and kids

Energy resources and services are only a click away at rge.com – click on "Giving Back" and then on "In the Schools." There you'll find materials on energy-related topics and resources including our:

- Grrrr the Natural Gas Safety Bear coloring book and Watts the Wizard safety posters to print and color.
- Information about the power of electricity, through our interactive Electric Universe and Energy Underground sections.



Stay away from downed power lines and tell others to stay away. No line is safe to touch, **ever**. Call us right away at **1.800.743.1701** to report downed power lines.

If you or a member of your household relies on life-sustaining equipment don't wait, contact us now at **1.800.743.2110**.

Be prepared for storms

When a storm strikes, we're ready to respond and restore power and we want you to be ready, too. Here are a few tips:

- Sign up for our **FREE Outage Alerts**.
- Charge your electronic devices, including your cell phone.
- Store adequate supplies of water and non-perishable food.
- Have flashlights, a battery-operated radio and fresh batteries handy.

For more tips and information, visit rge.com and click on "Outage Central."

If your power is interrupted

- Receive restoration time estimates with our **FREE Outage Alerts**.
- Leave a light turned on so you will know when power is restored.
- Use your smartphone to report an outage and get updated information. Visit rge.com and click on "Outage Central".
- Call our emergency line at **1.800.743.1701**.

