



October 2016

EnergyLines

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

We deliver energy — and information!

We deliver safe, reliable energy to you night and day, every day, all year round. But powerful storms can strike at any time and can cause power outages. As our crews work to restore your power, you can stay informed of our progress in several ways.

Outage Alerts: With FREE **Outage Alerts**, if the power goes out, you can receive an alert by text, email and/or phone. You'll get estimated restoration times, an alert when the power is back on, and much more.

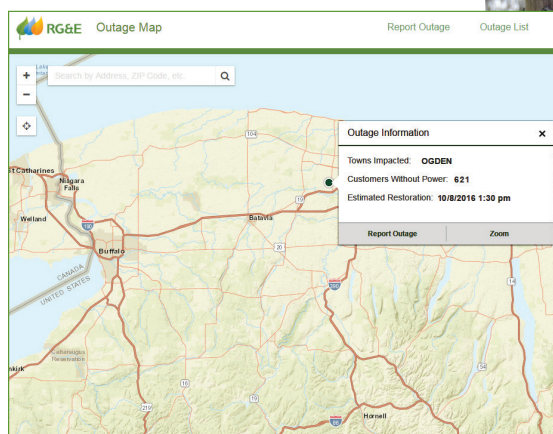
Outage Maps: Our enhanced **Outage Maps** show power outage locations, current weather conditions and estimated times of restoration so you can plan.

Outage Central: Visit **Outage Central** from your smartphone, tablet or computer. You can easily report an outage, see detailed outage locations and view estimated restoration times.

Visit our website today at rge.com/outages and sign up for **Outage Alerts** today!



We'll keep you informed of our progress as we work to restore your power.



Keeping you safe day and night

We want you to be safe in your home. Working together, you'll have the knowledge to stay safe in an emergency and the peace of mind that we'll be there for you if you need us.

If you suspect a natural gas leak, you can count on our fast response. **Get up, get out and get away! Then immediately call us at 1.800.743.1702 or 911.** For your safety, it's important you make the call from a safe location. We'll be there to help make sure you and your family are safe.

For more information on natural gas and electricity safety visit rge.com/UsageAndSafety.

Follow us on:  

You can benefit from actual meter readings each month

When our meter readers read your meter, you receive a bill based on your actual energy use. But when it's not convenient for you to provide access to your meter, you can:

- Receive reminders (by text message, email or phone) to read the meter by enrolling in our **Meter Reading Reminder** service.
- Use our **online meter reading form**. We'll notify you in advance by text message, telephone or email when the meter reading is due.
- Call our self-service line at **1.800.295.7323**. When you call, have your 11-digit RG&E account number available as well as your meter reading.
- Take a photo of the meter and email the electronic image to **customer_service@rge.com**. Please include your meter number in your email subject line.



You can identify our meter readers by the hanger they place on their rear view mirror.

Visit rge.com, click on "Your Account" and then on "Reading Your Meter" today!

Take advantage of lower prices when Daylight Saving Time ends

On November 6, Eastern Daylight Time (EDT) ends, and Eastern Standard Time (EST) begins. If you're a **RG&E Residential Time-of-Use electricity service customer**, be sure any timers you use to control equipment or appliances during lower cost service hours are always synchronized with the clock in your RG&E electric meter.

Time-of-Use Electricity Rate Service hours are as follows:

- **On-peak rate hours** are from 7 a.m. to 9 p.m. Monday through Friday.
- **Off-peak rate hours** are 9 p.m. to 7 a.m. Monday through Friday and all hours on weekends.

The clocks in our Time-of-Use meters automatically adjust for EST.

Learn more by visiting rge.com/YourHome/pricingandrates.



Take the chill out of winter bills

Enroll in our **Budget Billing** service to help keep your energy costs even over 12 months and reduce fluctuating energy bills. When you enroll in **Budget Billing**, you'll be able to anticipate your monthly payment and avoid the chill of seasonal energy cost fluctuation.

You can enroll in this convenient service anytime, anywhere. Just visit rge.com, click on "Your Account," and then click on the link to **Budget Billing** in the spotlight list.