



July 2012

EnergyLines

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It's Summer! We Make Doing Business with Us Easy

You can save time this summer – and year-round – by doing business with us online or by phone. Or visit a pay agent or use a convenient payment kiosk at our offices.

Enroll in our free Autopay service and take the worry out of remembering to pay your bill. Each month, we'll automatically deduct your amount due from your checking account 23 days after we mail your bill. Simply complete the form on the back of your bill payment stub or enroll online at rge.com.

Go paper-free with our free e-Bill service – save stamps, checks and paper by paying your bills at rge.com. You can even **combine Autopay and e-Bill** to ensure you never miss a payment.

Running errands at Walmart, Kmart or other local stores? You can pay your RG&E bill in person at an authorized pay agent (supermarkets and other businesses). Pay agents usually charge a small convenience fee; visit rge.com to find the pay agent nearest you.



Prefer to stay home and use the phone?

Call our **self service line** at **1.800.295.7323**, available anytime. You can pay your bill, review account information or enter meter readings.

In the neighborhood of an RG&E office?

If you are coming to our office to pay your bill, try our convenient **self-service kiosk**. To make a quick and secure payment, have your payment stub or account number handy. Kiosks accept cash (bills only), checks, PIN-less debit cards and credit cards. All cash and check transactions are free. Credit and PIN-less debit card transactions are subject to a \$4.95 convenience fee paid to a third-party vendor.



There's more that rge.com can offer:

Learn about or report a power outage, view your account information, send a meter reading and more at rge.com.

Beware of Lightning

The National Weather Service advises that when you hear thunder or see lightning, you should get to a safe building or vehicle.

- A **safe building** is a house, school, church, hotel, office building or shopping center. Once inside, keep away from showers, sinks, bath tubs and electronic equipment.
- A **safe vehicle** is fully enclosed: hard-topped car, minivan, bus or truck. Stay inside and do not use electronic devices. If you drive into a thunderstorm, slow down or pull into a safe area.

If you are caught outside, the following actions may reduce your risk:

- Leave elevated areas such as hills, mountain ridges or peaks.
- Never use a tree for shelter.
- Never lie flat on the ground.
- Get out of and away from ponds, lakes, pools and other bodies of water.

Protect your sensitive electronic equipment from lightning, too. Turn off major appliances and sensitive electronic equipment during storms, and if your power is interrupted. This may mean you have to unplug equipment or turn off the breakers. Leave one light "on" during an outage so you know when service is restored.



For more information, visit lightningsafety.noaa.gov.



Please Don't Post Notices on Utility Poles

For the safety of RG&E crews who may need to climb poles, we ask you not to attach notices or other materials to utility poles. Remnants of these signs from long-forgotten activities also become eyesores and create litter.

Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe, thanks to the natural gas industry's diligence in maintaining, operating and monitoring the nation's vast transmission and distribution system.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Minor damage such as a gouge, scrape or dent to a pipeline or its coating may cause a leak or failure. To help us provide safe, reliable natural gas service:



- 1. Call before you dig.** Contractors are required by law – and all customers are strongly encouraged – to call Dig Safely New York (**811** or **1.800.962.7962**) two days but not more than 10 days prior to excavation work. One call provides notice to have underground utilities marked to help protect them – and ensure public safety – during excavation work. This service is **free**.
- 2.** Call us at **1.800.743.1702** if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present.
- 3.** Respect underground pipeline rights of way: whether along a public street or on private property, certain activities could be restricted or prohibited. Check your deed or your municipality before planning any work (adding a storage shed, garage or pool) if you suspect it may infringe on a right of way.

Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.

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** or **1.800.962.7962** prior to any excavation.

Commitment to Safety

We work with industry groups to continually enhance natural gas pipeline safety. At the state level, we work with regulators to ensure the system's safe operation. And, as new technologies are developed in pipeline design, inspections and operations, we continue to invest in programs that allow for safe and reliable natural gas delivery.



We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.



Using Your Senses

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

SMELL >> For your safety, a distinctive 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 from a neighbor's phone at 1.800.743.1702 or call 911.

We'll respond quickly to make sure you and your family are safe.

- DO NOT 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 sewer construction or digging activities are in progress.