



# EnergyLines

Go paper-free – [rge.com/online](http://rge.com/online)

## Want to be Billed for Actual Energy Use Each Month? Sign Up for Our Meter Reading Reminder Service

We make every attempt to read the meter every other month. On the months we don't read the meter, you will receive a bill based on estimated use. If you would prefer to be billed on actual energy use, you can provide us with meter readings on the dates readings are due (listed on page 3 of your bill).



To receive a reminder when the reading is due, enroll in our Meter Reading Reminder Service at [rge.com](http://rge.com) (click on "Reading Your Meter" and then on "Reminder Service"). You can choose to receive an e-mail or phone reminder. The e-mail reminder includes links to enter a reading online, update the meter read reminder e-mail address or to contact us.

### You can provide your meter readings:

- **Online at [rge.com](http://rge.com)**, click on "Your Account" and then on "Submit a Meter Reading."
- **By telephone** using our self service line at **1.800.295.7323**.
- **By e-mail** – Take a photo of the meter(s) and e-mail an electronic image to [customer\\_service@rge.com](mailto:customer_service@rge.com). Please put your meter number(s) in your e-mail subject line.



## Live and Go Green

Join RG&E and other sponsors at the **Greentopia Festival** on September 10 – 16 at High Falls in Rochester to learn how you can incorporate sustainability into everyday living. The festival includes family activities, and products and programs that help to restore the planet, promote green living – and even save consumers money. Learn more at [greentopiafestival.com](http://greentopiafestival.com).



## How We Restore Service

Safety of our crews, our customers, and the community is paramount when it comes to restoring power. Our first priority in responding to a power interruption is removing hazards – such as live, fallen power lines – to ensure your safety. We then repair our main facilities that bring electricity to your neighborhood. Next, we work on our local delivery system, including the poles and power lines along streets and roads. We focus first on critical facilities such as hospitals, nursing homes, and fire and power stations. We also focus on areas where we have customers who depend on electrically operated, life-sustaining equipment. Overall it's a time-proven process that ensures we restore your service as quickly, efficiently and safely as possible.

## We're Just a Phone Call Away

Have a question about your RG&E service or bill? Call **1.800.743.2110** and follow this overview of our telephone menu.

RG&E 11-Digit Account Number \_\_\_\_\_ - \_\_\_\_\_ - \_\_\_\_\_

- PRESS **1** NATURAL GAS EMERGENCIES
- PRESS **2** BILLING OR PAYMENTS
- PRESS **3** START OR STOP SERVICE, NEW CONSTRUCTION OR UPGRADES
- PRESS **4** METER READING
- PRESS **5** ELECTRICITY OUTAGES
- PRESS **6** MORE OPTIONS

Make a one-time payment by phone > **PRESS 1**

Electricity price quotes, usage history or supplier information > **PRESS 2**

All other questions > **PRESS 4**

# Beat the Heat as Summer Winds Down

Summer heat can be a serious health threat. Knowing how to stay cool when the temperatures peak may protect you and your family from the dangers of hyperthermia.

Hyperthermia is a medical condition that can occur if the body isn't able to stay cool. Being less active on extremely hot days can lower the risks of hyperthermia, but sometimes that isn't enough. Older persons and those with chronic health problems are especially at risk of hyperthermia. The good news is that hyperthermia can easily be prevented. To begin with, **know the warning signs:**

- Dizziness or severe weakness.
- Chest pain or rapid heartbeat.
- Nausea, diarrhea, cramps or vomiting.
- Breathing problems.
- Mood changes.
- Dry skin without sweating.
- Throbbing headaches.
- Limit your physical activity.
- If you begin to feel overheated, take a break and head for the shade.
- Take cool showers or baths.
- Check your medications for any side effects that could increase your risk of hyperthermia.
- Eat more salads and lighter foods.
- Don't overuse salt.



### To lessen the possibility of hyperthermia:

- Drink plenty of water and avoid alcohol.
- Use a fan or air conditioner.
- Wear light colors and loose-fitting clothing.

**If you suspect that you or a family member are suffering from hyperthermia, seek medical attention immediately.**



# Attention College Students, Moving or Seasonal Customers

If you need your RG&E service turned on or off, don't wait – we can schedule your request months in advance! Visit us anytime online at [rge.com](http://rge.com) or contact us at **1.800.743.2110**, 7 a.m. to 7 p.m., Monday through Friday.

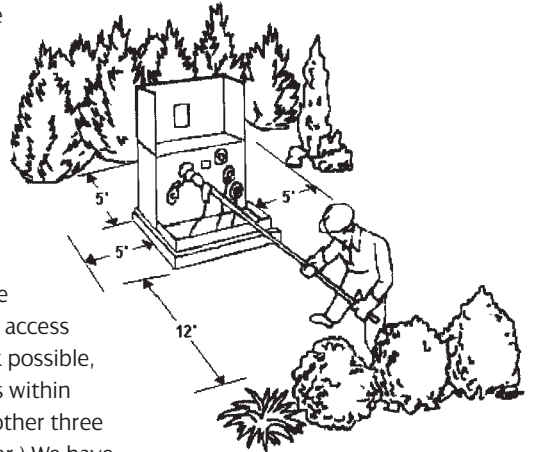
Please let us know as far in advance as possible – we need **at least** 24 hours' notice. If the meter is inside, you will need to be present or make access arrangements with us.

# Don't Plant or Place Items Near Pad-Mounted Transformers

Some housing developments have underground electricity service with pad-mounted transformers, green metal boxes mounted on a fiberglass or concrete foundation.

Please don't plant or place items around pad-mounted transformers. The risk of serious injury when digging near energized electrical equipment is significant. If there are plants or other obstructions, do not attempt to remove them. Contact RG&E or a qualified contractor.

As part of our continuing effort to provide safe, reliable service, we routinely inspect pad-mounted transformers. At times we need to access them to maintain equipment or restore service. To make this work possible, we need to be sure there are no trees, plants or other obstructions within 12 feet of the front of the transformer and within five feet of the other three sides. (The front is the side with the padlock and/or warning sticker.) We have easement rights to remove obstructions.



**Clearances needed to work on pad-mounted transformers.**

