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EnergyLines

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Services Designed with You in Mind

We strive to provide you with safe, reliable service, but our work doesn't stop there – we also have many services designed to meet the variety of needs you or your family members may have.

Life Support Customers: If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now** and we'll notify you before any planned interruption of your electricity service for maintenance. We'll also keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours.

Third-Party Notification: Our third-party notification service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.

Hearing and Speech Impairment Assistance: If you use a text telephone (TTY) device in your home, RG&E can respond to your customer service questions and provide 24-hour emergency service. Just dial **1.800.962.3293**.

Interpreter Service: For customers who prefer to speak in a language other than English, we offer interpreter services. We also have select materials available in Spanish at rge.com and in our local offices.

Special Protection Service: Notify us if everyone in your household is blind or disabled, 18 years of age or younger, or at least 62 years of age or older.

Large-Print and Braille Bill: Your RG&E bill and our *EnergyLines* newsletter are available in large print and our bills are also available in Braille upon request at no charge.

Autopay Service: Take the worry out of remembering to pay your bill by enrolling in Autopay. 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 e-Bill service: Save stamps, checks and paper. You can combine Autopay and e-Bill to ensure you never miss a payment.

Budget Billing: Our Budget Billing service lets you spread your energy costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance.

For more information, or to enroll in any of these free services, visit rge.com or call us at **1.800.743.2110**.

Try Our Convenient Self-Service, Quick Pay Kiosks

If you need to pay your RG&E bill quickly and get on to other errands, consider using our new convenient self-service kiosks, available in all of our walk-in office locations.

To make a quick and secure payment, just have your payment stub or account number handy. We will accept cash (bills only), checks, PIN-less debit cards and credit cards at the kiosk. Any excess credit will be applied to the following month's bill.

- 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.

Our kiosk is bilingual – follow the prompts to choose English or Spanish.



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 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.



Stay away from downed power lines and tell others to stay away. Even lines that appear “dead” can be deadly. Call us immediately 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 Summer Storms

When a storm strikes, RG&E is ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

If Your Power Is Interrupted:

- Check to see if your neighbors' power is out. If it isn't and you are able, double check your own circuit breakers or fuse box. Call us at **1.800.743.1701** to report a power interruption.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your refrigerator or freezer to help extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at **rge.com**.

How We Restore Service:

Safety for 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.

Generator Safety

When properly sized, installed and operated, stand-by generators (or emergency or back-up generators) can safely power electrical equipment during power interruptions. However, you must follow proper procedures or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into our lines, putting our people who are working to restore service in danger. **Please be sure to read, understand and follow all manufacturer's instructions for safe operation.**

Review these safety tips before using your generator.

- Operate outdoors in a clean, dry, well-ventilated area.
- Your generator must be properly grounded.
- After losing power, turn off main breaker or pull main fuse block.
- Never connect a generator to an existing wiring system without an automatic transfer switch.
- Make sure all electrical connections comply with the National Electric Code (NEC).
- Never overload your generator with too many appliances.
- Use properly-sized extension cords in good condition.
- Never let children play near a generator.



Read our Emergency Generator Safety brochure at **rge.com** (click on “Usage and Safety,” “Electrical Safety” and then on “Generator Safety”) or call us at **585.724.8666**.

