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# EnergyLines

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

## 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**.

**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.



**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](http://rge.com) and in our local offices.

**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](http://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](http://rge.com) or call us at **1.800.743.2110**.

## Play It Safe Around Electricity

- Never fly kites near power lines. Electricity from a kite caught in power lines could travel down the string and endanger anyone who touches it.
- Don't ever attempt to remove a kite tangled in a power line by climbing a utility pole or nearby tree.
- Never climb on an electrical tower or utility pole.
- Keep foil or metallic balloons away from power lines and utility poles. They can cause serious damage and power interruptions.
- Don't play on or near pad-mounted transformers. These green boxes contain high voltage electric components. Coming into contact with the components could cause injury or death. Never open transformers.
- Don't use utility poles to post notices. Nails, staples and papers can become safety hazards for our crews.
- **Stay out of substations!** They are dangerous and clearly marked. Never go near or into a substation – you could be injured or killed. If a kite, ball or other item should land in or near a substation or should a pet enter into a substation or climb a utility pole, call RG&E. We'll gladly send a crew to get your property (or pet) – and there's no charge.

Our Watts the Wizard safety posters and coloring pages are just a click away at [rge.com](http://rge.com) – click on "Giving Back" and then on "In the Schools."





**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.
- For more tips, visit [rge.com](http://rge.com), click on “Outage Central” and then on “Storm Tips.”

### If Your Power Is Interrupted:

- Check to see if your neighbor’s 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](http://rge.com), by clicking the “Outage Central” tab.

## Power Restoration Priorities

RG&E's first priority is responding to known incidents of downed power lines to make the situations safe. RG&E customers should call **1.800.743.1701** to report downed wires. Once this vital public safety work is complete, we will:

- Assess the damage to the electricity delivery system.
- Develop a detailed restoration plan.
- Make repairs as quickly as possible.



### How We Go About Restoring Power Following Major Storms:

We first repair the backbone of the electricity system – transmission lines and substations – that bring electricity to the local distribution system that serves our customers. We then make any necessary repairs to the distribution system that includes the poles and power lines along streets and roads. As part of this process, we take into account the needs of hospitals, nursing homes, fire and police stations, as well as any other critical infrastructure. We also focus on our customers who depend on electrically-operated life-sustaining equipment. This is a time-proven process that ensures we safely restore service as quickly and efficiently as possible.

## Contractors: Call 811 Before You Dig. It's the Law!

*You could face fines for disrupting underground services*



RG&E reminds contractors and customers to call *Dig Safely New York* at **811** to have underground facilities marked before beginning any excavation work. Every year, there are dozens of incidents of damage to RG&E's underground natural gas and electric facilities. These incidents can put people's lives in danger, are costly and can interrupt essential utility service.

Contractors are required by state law to call *Dig Safely New York*. Homeowners who are planning digging projects are encouraged to call **811** as well. Or visit [www.digsafelynewyork.com](http://www.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.

