



**New!** Sign up for Outage Alerts at [rge.com](http://rge.com)

October 2017

# EnergyLines

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

## We have another chance for you to win supplies for your school!

The 2017-18 school year is well on its way to being full of learning, development and fun. While teachers have already loaded up on school supplies, there may still be items they are lacking. Here's how we can help.

Sign up for **eBill**, our **FREE** online billing service, and paying your bill will be simple, secure and convenient. It's that easy, and you'll automatically be entered for a chance to **win one of five \$100 gift cards** toward supplies for your school.



*Grady M. and Ellie L. are hoping for lots of **eBill** sign ups and **\$100 of supplies** for their school!*

### Click

Access your account online from anywhere, anytime.

### View

**eBill** gives you all the same information as your paper bill.

### Pay

Make secure payments online. Save time by combining multiple bills to make one single payment.

### Done

Signing up is easy and only takes a few minutes.

For complete contest details and to enroll in **eBill**, visit [rge.com](http://rge.com) or call **1.800.743.2110**. Enrollment in **eBill** is not required to participate. Enter by October 31, 2017, for your chance to win!

Bill paying made easy for a good cause! Sign up today!



## RG&E receives "Most Trusted Brand" Recognition

We are proud to be recognized by Cogent Reports™ as a 2017 Most Trusted Brand award winner and we couldn't have done it without you! This honor comes after more than 50,000 customer interviews were conducted and 130 utilities across the nation were evaluated. We earned high marks for customer focus, reliable quality, environmental dedication, community support, communications effectiveness, and company reputation and advocacy.

Thank you for the positive feedback!

Follow us on:



# New texting features for you!

Limber up your fingers. We've added new texting options to our **RGE Alerts** service for you! Now, when you need to send us a meter read, check your account balance and payment due date or check the status of an outage, it's literally right at your fingertips — and it's **FREE**. If you've signed up to receive **Outage Alerts** or **Meter Read Reminder Alerts** by text message, now you can text any of the keywords below to us at **743898** and receive the following information on your account.

## Text Key Word READ

When you're ready to submit your meter read to us, simply text READ to 743898. Follow the text prompts and submit your reading to us in a flash.

## Text Key Word BAL

If you'd like to view your account balance and payment due date, simply text BAL to 743898 and we'll get right back to you with a text.

## Text Key Word STATUS

If you're experiencing an outage, you can text STATUS to 743898. You'll get the latest outage information so you can plan.

If you're not a **Meter Read Reminder** or **Outage Alerts** customer, check out our options and sign up today at **rge.com**. Get the information you need when you want it by text messaging us – any day, any time.

## Take advantage of lower prices when Eastern Standard Time begins

Eastern Standard Time (EST) begins Sunday, November 5. 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. EST Monday through Friday.
- **Off-peak rate hours** are 9 p.m. to 7 a.m. EST 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**.



## 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 call us immediately at 1.800.743.1702** or call **911** 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**.

Sign up for **AutoPay**! It's free, secure and your payment will be made automatically each month. Sign up now at **rge.com**.