



# EnergyLines

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

## “With Outage Alerts, I don’t have to worry...”

I don’t live in the same city as my parents and I want to make sure they are always safe, so I asked my parents to sign up for RG&E’s **FREE Outage Alerts** service, and add my phone number to their contact list.

With **Outage Alerts**, I don’t have to worry. If their power goes out, I get an alert and I can check on them. I also get an estimated time of restoration, and an alert when their power is back on. Then, to make sure all is well, I simply give them a call.

Learn how our **FREE Outage Alerts** can help you — and others — then sign up today at [rge.com](http://rge.com).



## Save time and money with an online account

We offer a large selection of online services that can help you do both. Peggy, Miguel and Randall set up their online accounts to meet their specific needs. You can do the same.



Peggy set up her online account with **eBill**. Now she gets a reminder when her bill is due, and she can view 13 months of bills online, printing only what she needs.

Miguel set up his account with **eBill** and **AutoPay**, so his bill is paid automatically, on time every month. He doesn’t have to lift a finger!



Randall set up his account with **eBill**, **AutoPay** and **Meter Read Reminder Alerts**, so he gets a bill every month based on his actual energy use.

Join Peggy, Miguel, and Randall by customizing your online account today. **Simply scan the QR code on this page** with your cell phone and be directed instantly to our login page. You may also visit [rge.com](http://rge.com) to customize your account.



# Technology transforms service from the ground up



In February, 2019, a powerful windstorm hit several areas of our service territory and knocked out power to thousands of our customers.

In an effort to restore power as quickly and safely as possible, we used drones to locate damage in remote areas of our service territory.

Sending a drone into the sky to view damage saves time, so we can restore your power faster, making sure you have safe, reliable power when you need it.



## Shop and save from the comfort of your home



Now you can shop for energy-efficient products, receive instant rebates and energy savings at our easy-to-use online store, [Your Energy Savings Store](#).

We're open for business 24/7 and loaded with a great line of products such as smart thermostats, connected home products, LED lighting, water-savings products, and much more that can help you save on energy costs.

Take some time to browse, compare, and securely purchase energy-efficient products and watch your savings add up when you visit [yourenergysavingsstore.com](#).

## “May I see your ID please?”

When we're working in your neighborhood, we're easy to identify. Our vehicles are marked with signs for easy identification and all our employees carry picture identification that verifies they work for RG&E. If you ever have any doubts, please ask to see an ID. Our employees will be happy to comply with your request.



## Shop for your natural gas supplier

Shopping for a natural gas supplier may be another way to help manage your energy costs. Visit [rge.com](#) for a supplier list and questions to ask them. With any supplier you choose, **RG&E** will deliver your energy safely and reliably, and we'll be here – 24/7 – to respond to emergencies.



Part of our commitment to the environment,  
printed on recycled paper using soy inks



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