



EnergyLines

Pay bills online – rge.com/online

Going to Great Heights to Provide Reliable Service

We make sure we're providing you with safe, reliable service by continuing to inspect our transmission and distribution poles for decay and related equipment for damage. Our goal is to identify and repair problems *before* they inconvenience you.

Our Tree Care program, reduces tree-related power interruptions. Trees that come in contact with our power lines is the leading cause of our power interruptions.



Interested in learning more about our Tree Care program, as well as tips for tree planting and care? Visit us at rge.com and click on "Trees and Power Lines."

For more information about planting the right tree in the right place, The National Arbor Day Foundation is a great resource. Visit their website at arborday.com or call **1.888.448.7337**.



\$50 For My Old Fridge? YES!

Getting rid of your old, working refrigerator or freezer is as easy as a click or a phone call when you participate in our recycling program. We'll pick up your old refrigerator or freezer for **free**, you **get a \$50 check**, and you'll save up to \$150 a year on energy costs. To schedule a FREE pickup, call **1.877.691.0021** or visit rge.com. Yes, it's that easy!



And recycling that old refrigerator or freezer is just the beginning!

We have 76 easy ways for you to save energy! With so many ways to save, you're sure to find the perfect opportunity for your home or your business. Say yes to your energy savings! Visit rge.com.

Save on your summer cooling bills with these energy saving tips:

Air conditioning:

- Set your thermostat no lower than 78 degrees – higher if you will be away from home.
- Keep curtains and furniture away from air intakes and vents.

Fans:

- Whenever possible, use fans instead of air conditioners.
- Attic, window, floor and table fans are all cost-effective ways to make your home more comfortable.
- Consider attic or "whole-house" fans as they are often the best choice to economically cool your home.

Low or no-cost tips:

- Close blinds and drapes during the day to block direct sunlight.
- Use a microwave, stovetop or outside grill to cook.
- Dry clothes on clothes lines instead of in a clothes dryer.
- Turn off computers or other electronic equipment.



Try Our Convenient Billing and Payment Options this Summer

- **eBill** is the easiest way to view your bill when you need it. It's available online at your convenience.
- **Autopay** does the work for you each month. Your secure payment will be made on time automatically.
- **Budget Billing** spreads your energy costs evenly over 12 months so you'll know exactly what your payment will be ahead of time.

Visit rge.com or call **1.800.743.2110** to sign up today!



Never Run Out of Fuel With a Natural Gas Grill

Summer has arrived in Upstate New York and with it backyard grilling and outdoor gatherings. You can make sure your grilling goes as planned when you use RG&E natural gas to power your grill. You'll never have to worry about running out of fuel! RG&E natural gas is a clean, affordable, safe and reliable way to power your grill.

When purchasing outdoor appliances, it's easy to specify natural gas. Just tell your retailer that you want your appliance to be set up for use with natural gas. And remember, leave natural gas appliance installations to the professionals. Only professional plumbing and heating contractors or appliance installers should install natural gas lines, change appliance connectors or check service lines running from your RG&E natural gas meter to your appliances.

Near a Natural Gas Main and Don't Have Natural Gas in Your Home?

If your home is 100 feet or less from one of our natural gas mains, we'll install the service for **free**, as long as you commit to installing natural gas heat in your home. Plus you can receive a **\$115 to \$560 rebate** when you install qualifying high efficiency furnaces and boilers.

Learn more about natural gas grills, other natural gas outdoor appliances, rebates for qualifying furnaces and boilers and apply for service at rge.com or call us at **585.724.8666**.

Reading Your RG&E Meter Is a Snap



If you prefer to be billed based on an actual read, you have the option to replace the estimated read with your meter reading on or about the scheduled meter read date:

- If you have a smart phone, snap a photo of your RG&E meter and **email** it to customer_service@rge.com.
 - > In the subject line, enter your meter number.
 - > Be sure the photo clearly shows the meter number and dials.

If you prefer, you can also provide us your meter reading by:

- Calling our self service line at **1.800.295.7323**. When you call, have your 11-digit RG&E account number available as well as your meter reading.
- Using our secure meter reading form at rge.com.

Want to know when to read your RG&E meter?

Sign up for our **Meter Reading Reminder service** and we'll notify you when to read the meter. Choose from notification by email or phone in advance of when the meter reading is due.



To learn more about how to read your meter and sign up for our Meter Reading Reminder service, visit us at rge.com or call **1.800.743.2110**.

>> **Snap a photo of your meter reading and email it to us! That's something to smile about.**

While we make every attempt to read your RG&E meter every other month, we don't always have access to the meter. And on the months we don't read the meter, or don't have access to the meter, your bill is based on estimated usage. Estimated bills are based on the amount of energy used for a similar period the previous year. Any difference between actual and estimated use is corrected the next time we read the meter.

