



EnergyLines

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Safe, Reliable and a Great Value

Our focus is on providing outstanding customer service and exceptional reliability to you. Here are just a few of the many services and offerings designed with you in mind.

- **Customer Meter Reading Reminder service** offers

you the option to be reminded by phone or email when to provide your own meter reading for the months we don't read the meter or when it's not convenient for you



to provide us access to the meter. The benefit to you is a bill based on actual usage. You can provide your meter reading by using your smartphone to snap a photo of your meter and email it to us at customer_service@rge.com, calling our self service line at **1.800.295.7323** or using our secure form at rge.com.

- **Outage Central at**

rge.com offers you the convenience of reporting outages and getting updated restoration times no matter where you are. Just visit us online using your smartphone, tablet or computer; **no app is needed.**



If you prefer, you can call us at **1.800.743.1701** to report outages and get updated restoration times.

- **Billing and payment options** allow you to view and pay your bill the way you want to. You can view your bill online at your convenience with **eBill** and store past bills online for quick and easy access. With **Autopay**, your secure payment will be made on time each month automatically so you'll never miss a payment. You can also **pay online** or by calling our self service line at **1.800.295.7323**. Visit rge.com to enroll in **eBill** and **Autopay** today!

- **We offer energy efficiency programs** making it easy for you to save money and can put up to \$560 in your pocket. With so many ways to save – including our **low-cost and no-cost tips** and our **free Energy Saver products** – you can be sure there's an opportunity right for your home or business. You'll benefit year after year from the savings and make your home or business more comfortable and easier to heat and cool.
- **We provide a safe natural gas delivery system.** Safety is our first priority when it comes to serving our customers, our communities and the environment. Learn more about what we do to keep our natural gas system safe by reading the reverse side of this *EnergyLines*.

Our Taking Care of Trees and Reliable Service Go Hand-In-Hand

Trees are a big part of what makes living in upstate New York so special. Trees are also the leading cause of electric power interruptions in our service area. To reduce the number of tree-related electric power interruptions, we prune and remove trees and vegetation in our rights-of-way through our Tree Care program. We also encourage the planting of the right tree in the right place. Learn more by visiting rge.com and click on "Trees and Power Lines."



Learn more by visiting rge.com or by sending us an email using our secure Write to RG&E form at our website. You can also call our customer relations center at **1.800.743.2110** to speak with a customer service representative.

Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe, thanks to the natural gas industry's diligence in maintaining, operating and monitoring the nation's vast transmission and distribution system.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Minor damage such as a gouge, scrape or dent to a pipeline or its coating may cause a leak or failure. To help us provide safe, reliable natural gas service:



- 1. Call before you dig.** Contractors are required by law – and all customers are strongly encouraged – to call Dig Safely New York at **811** two days but not more than 10 days prior to excavation work. One call provides notice to have underground utilities marked to help protect them – and ensure public safety – during excavation work. This service is **free**.
- 2.** Call us 24/7 at **1.800.743.1702** if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present.
- 3.** Respect underground pipeline rights of way: whether along a public street or on private property, certain activities could be restricted or prohibited. Check your deed or with your municipality before planning any work (adding a storage shed, garage or pool) if you suspect it may infringe on a right of way.

Please be safe and comply with the law. Failure to do so can jeopardize public safety, result in costly damages and lead to substantial fines.

Pipeline Markers Show the Way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact Dig Safely New York at **811** prior to any excavation.



Commitment to Safety

We work with industry groups to continually enhance natural gas pipeline safety. At the state level, we work with regulators to ensure the system's safe operation. And, as new technologies are developed in pipeline design, inspections and operations, we continue to invest in programs that allow for safe and reliable natural gas delivery.

We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.



Staying Safe: Using Your Senses

A natural gas leak is usually recognized by smell, sight or sound.

SMELL >> For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added to natural gas. **Note:** Not all natural gas in larger transmission lines is odorized.

SIGHT >> You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND >> You may hear an unusual noise like roaring, hissing or whistling.

Suspect a Natural Gas Leak?

Get up, get out and immediately call us from a neighbor's phone at 1.800.743.1702 or call 911.

We'll respond quickly to make sure you and your family are safe.

- DO NOT smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are in progress.



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Part of RG&E's commitment to the environment, produced with 100% wind power on recycled paper using soy inks.

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