



August 2015

EnergyLines

Pay bills online – rge.com/online

Try Our Self-Service Options – It's So Easy!

It's easy for you to do business with us. You can find us online at rge.com anywhere you are, at anytime that's convenient for you using your smartphone, tablet or computer (no app needed). You can also use our self service line 24/7 at **1.800.295.7323**. Using our self-service options will save you time so you can take care of more important things, like enjoying the summer! No matter where you are or what time it is, we've got you covered.



Providing your meter reading is a snap!

Avoid estimated bills by sending us a meter reading for the months when we're not reading your meter or when it's not convenient for you to provide your RG&E meter reader access to your meter. Send us your meter reading by using your smartphone to snap a photo of your meter and email it to us at customer_service@rge.com, using our secure online form or calling our self service line.



Paying your bill is easy at rge.com – just click on "Make a one-time payment online."

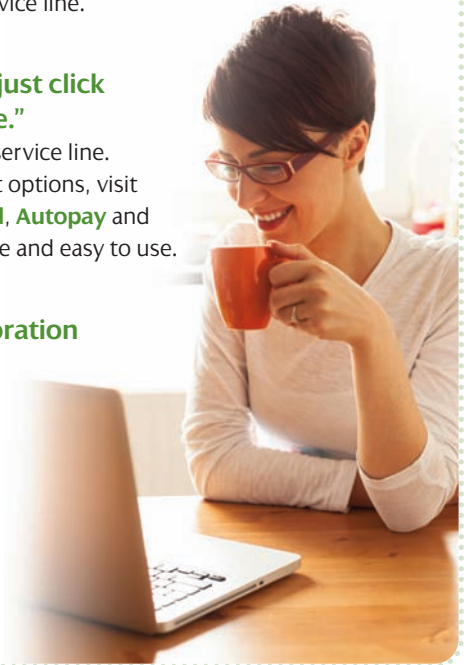
You can also pay your bill by calling our self service line. And if you're looking for billing and payment options, visit us online to learn about and/or enroll in **eBill**, **Autopay** and **Budget Billing**. Our online services are secure and easy to use.



Reporting an outage or getting restoration updates can be done quickly.

Just visit rge.com and click on "Outage Central." You can also call **1.800.743.1701**.

See all the ways you can save time and do business with us easily and quickly by visiting rge.com.





Our Tree Care Program Helps Keep the Lights On

Keeping trees and branches clear of power lines is key to providing safe, reliable service. We use a variety of techniques that meet the high standards of the Tree Care Industry Association to clear trees, branches and shrubs from our lines. Our arborists also coordinate with qualified tree care crews to make sure the job is done right.



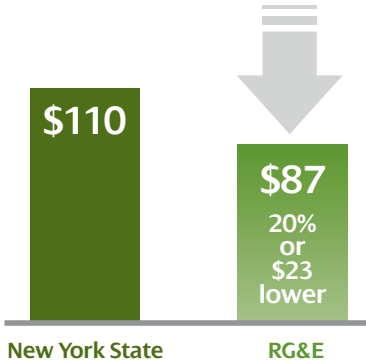
To learn more about our Tree Care program, visit rge.com.

Follow us on:  

Electricity Service – Delivering Great Value

Our electricity delivery rates and residential bills are among the lowest in the state. In 2014, for a household with RG&E electricity service and using 600 kilowatt-hours (kWhs), the average monthly electricity bill was 20% or \$23 lower than other households in New York.

AVERAGE MONTHLY RESIDENTIAL CUSTOMER'S ELECTRICITY BILL



Comparison based on using 600 kWhs per month and taking supply from the delivery utility company. Companies included in the comparison: Con Edison, Orange & Rockland, Central Hudson, RG&E, National Grid and NYSEG.



Shop for Your Natural Gas Supplier

Shopping for a natural gas supplier may be one 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.

Save \$50 – Free and Easy? YES!

Free energy-efficient showerheads and faucet aerators are available to our residential customers who heat their water with our natural gas or electricity.*

Because showers and dishwashing require hot water, installing energy-efficient showerheads and faucet aerators may help you save more than \$50 per year on your RG&E bill. And, with current technologies, energy savings and other benefits of reduced water use can be achieved without sacrificing comfort or convenience.

Visit nyseg-rge.savingkit.com or call **1.877.560.6076** to order your free kit. Yes, it's that easy!

But wait, there's more! We also have rebates for qualifying natural gas equipment, related control equipment, multi-family residences, refrigerator/freezer recycling, and business lighting and heating upgrades. Plus, we have more than 70 easy ways to reduce energy spending. With so many ways to save, you're sure to find the perfect opportunity for your home or your business. Visit rge.com and click on the blue YES and say YES to your energy savings!



* This offer is valid for our customers who have not already received an Energy Saver Products Kit from RG&E, NYSEG, NYSERDA or any other energy efficiency or energy assistance program.



Turning Service On or Off – Schedule in Advance When It's Convenient for You

You can schedule in advance the date your RG&E service is turned on or off. It's easy. Just visit rge.com and click on "Your Account," "Turn Service On or Off," and then on either the "Turn On Service" or "Turn Off Service" icon. Our form walks you through the request and even lets you provide a preferred turn on or off date. We **suggest scheduling at least three business days in advance** of your need. If it's not convenient for you to use our online form, you can also schedule a date by calling **1.800.743.2110**.