



April 2011

EnergyLines

Go paper-free – rge.com/online


Sign up for e-Bill and We'll Plant a Tree for You!

RG&E and our sister-company, NYSEG, are partnering with the Arbor Day Foundation to plant trees in New York. We're committed to planting 10,000 trees in April, but we need your help! For every customer who signs up for our paper-free e-Bill service, the Arbor Day Foundation will plant a tree in a New York forest.

Support the cause by signing up for e-Bill at rge.com/online. While there, you can also view our progress towards the goal of 10,000 trees planted.

RG&E's e-Bill service is **free**, and your online bill is identical to a paper bill – same information, same format. Plus, our tree-planting partnership adds to the environmental benefits of going paper free:

- Trees provide clean air and drinking water for millions of people.
- Trees provide habitat for hundreds of species that make their homes in our nation's forests.
- Each tree planted can produce up to 260 pounds of oxygen each year.
- Each tree can absorb approximately one ton of carbon dioxide over its lifetime.

 **Enrolling in e-Bill in April is a perfect way to support Earth Day (April 22) and Arbor Day (April 29).** To learn more about these events; visit earthday.org and arborday.org.

Other Paper-Less Bill Payment Options

- **Reduce paper and postage** – Enroll in **electronic funds transfer (EFT)** and have your payments automatically deducted from your checking account 23 days after we mail your bill. Apply online at rge.com or use the form on the back of your payment stub. **To reduce bill fluctuation, use EFT in conjunction with our Budget Billing option.**
- Make an **electronic payment** anytime at rge.com or by calling **1.800.295.7323**.
- Pay your RG&E bill by **credit card** online or by phone. A \$4.95 processing fee is included from our vendor.

To learn more, visit rge.com, click on "Your Account," "Pay Your Bill" and then on "Payment Options."



e-Bill lets you:

- Receive and pay your bill online
- View up to 13 months of bills online
- Save time, stamps, checks and paper
- Set up automatic monthly payments or payment reminders

Go
paperfree
save time, save money
rge.com/online



Plant the Right Tree

Trees are valuable additions to our neighborhoods. However, trees that come in contact with power lines are a leading cause of power interruptions. If you're thinking about planting a tree near power lines, check with the Arbor Day Foundation for **low-growing varieties** that will add beauty to your property without interfering with power lines. Learn more at arborday.org or call **1.888.448.7337**.

 **Arbor Day Foundation®**



Know what's below. Call before you dig.

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities marked is essential to protect yourself from injury and prevent damage to underground utility lines.

Having underground utilities marked is easy – simply call **811** at least two working days (not including the day you call) but not more than 10 working days before you plan to start your project. (If you choose, you can call Dig Safely New York directly at **1.800.962.7962.**)

Look Up...Look Out!

When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."



Remember:

- Water and electricity NEVER mix. Keep power tools away from water, including rain, wet ground, swimming pools, sprinklers and garden hoses.
- Have a licensed electrician add weatherproof covers and GFCIs (ground-fault circuit interrupters) to outdoor electrical outlets to protect against electrical shock.
- Leave cutting and trimming of trees near power lines to professionals. A tree or limb that comes in contact with a power line could be deadly.

With HEAP comes EAP – RG&E's Energy Assistance Program!



RG&E's Energy Assistance Program (EAP) helps eligible customers gain control of their energy bills. If a HEAP grant is applied directly to an active RG&E account you will automatically earn monthly EAP bill credits.

If your HEAP is supplied to another fuel supplier, simply provide us with a copy of your award letter and you, too, can enjoy monthly bill credits. Mail a copy of your award letter to: RG&E, Energy Assistance Program, 89 East Avenue, Suite 300, Rochester, NY 14604-9907. Or fax it to: **585.771.6383.**

For more information, please visit rge.com, click on "Your Account" and then on "Energy Assistance: HEAP and EAP Can Help."

Sign Up for Our Meter Read Reminder Service

Want a reminder when a reading is due? Enroll in our Meter Read Reminder Service at rge.com (click on "Reading Your Meter" and then on "Reminder Service"). You can choose to receive an e-mail, phone or postcard reminder. The e-mail reminder includes links to enter a reading online, update the meter read reminder e-mail address or to contact us. **You can provide your meter readings:**

- **Online at rge.com**, click on "Your Account" and then on "Submit a Meter Reading."
- **By telephone** using our self service line at **1.800.295.7323.**
- **By e-mail** – Take a photo of the meters and e-mail an electronic image to customer_service@rge.com. Please put your meter number(s) in your e-mail subject line.
- **By mail** using our reminder postcard.

