

Services Designed with You in Mind

We strive to provide you with reliable and essential energy delivery. Our work doesn't stop there – we also have many services designed to meet the variety of needs you or your family members may have.

Life Support Customers > If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now** and we'll notify you before any planned interruption of your electricity service for maintenance. We'll also keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours.

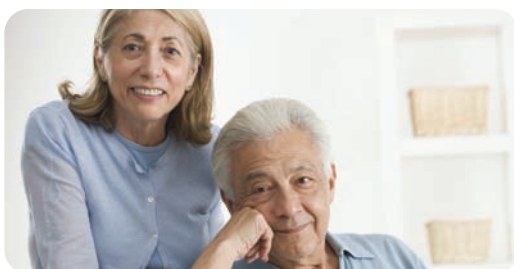
Hearing and Speech Impairment Assistance > If you use a text telephone (TTY) device in your home, RG&E can respond to your customer service questions and provide 24-hour emergency service. Just dial **1.800.962.3293**.

Interpreter Service > For customers who prefer to speak in a language other than English, we offer interpreter services when you call. We also have select materials available in Spanish at **rge.com** and in our local offices.

Large-Print and Braille Bills > Your RG&E bill and our *EnergyLines* bill insert are available in large print and our bills are also available in Braille upon request at no charge.

Third Party Notification Service > This service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.

Budget Billing > Our Budget Billing service lets you spread your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance.



Special Protection Service > Notify us if everyone in your household is blind or disabled, 18 years of age or younger, or at least 62 years of age or older. In addition, notify us if anyone in your household relies on life-sustaining equipment or has a medical condition that depends on energy services.

Electronic Funds Transfer > Take the worry out of remembering when your payment is due by enrolling in Electronic Funds Transfer. Each month, we'll automatically deduct your amount due from your checking account. Enrollment is easy – just complete the form on the back of your payment stub. Once enrolled, your bills will indicate "autopay" on the payment stub.

>> For more information, or to enroll in any of these free services, visit **rge.com** or call us at **1.800.743.2110**.



Be energy-wise as you prepare for summer's heat

- > Have your central air conditioning system inspected annually by a professional. Inefficient cooling systems can increase energy use.
- > Be sure your outside air conditioning condenser is shaded from the sun. If it's not installed in a shady area, create shade with a tree or fence, but avoid using bushes that may block the flow of air around the cooling unit.

Buying a room air conditioner? Check the energy efficiency ratio (EER). The higher the EER, the more efficient the unit. Also, be sure to buy the right size unit for your room.



For more energy-wise tips, visit **rge.com**.



Your Meter Reading Options

We make every attempt to read the meter every other month. On the months we do not read the meter, you will receive a bill based on estimated use. If you would prefer to be billed based on actual energy use, you can provide us with meter readings on the dates readings are due. The read date is listed on page 3 of your bill.

You can:

- Use our secure meter reading form at rge.com.
- Call our automated services line at **1.800.295.7323**.
- Return a postcard, if you choose to enroll in our Meter Reading Reminder service. With our Meter Reading Reminder service, we notify you by phone or mail in advance of when the meter reading is due. To enroll, please contact us at rge.com or call **1.800.743.2110**.

CONSIDER THE SAFETY OF YOUR PETS – AND OUR METER READERS!

Your RG&E bill indicates the approximate date we will be reading your meter. Please secure your pet when we will be on your property.

Give the Gift of Energy

Available in \$25, \$50 or \$100 increments, Gift of Energy cards are now available to pay RG&E energy bills. With no expiration date, these cards can be redeemed at any RG&E customer service office location or can be mailed to RG&E with a bill payment stub. (They are not accepted by third-party pay agents, such as banks or grocery stores).



>> To purchase a gift card, visit an RG&E customer service walk-in office.

Turning On or Turning Off Service?

If you need your RG&E service turned on or off, don't wait to tell us as we can schedule your request months ahead! Contact us either at rge.com (anytime) or calling **1.800.743.2110**, 7 a.m. to 7 p.m., Monday through Friday. Please let us know as far in advance as possible – we need **at least** 24 hours' notice. If the meter is inside, you need to be present or make access arrangements with us.



Sometimes We May Need to Cut Back on Power Use

Because power use continues to rise in New York State, there may be a rare occasion – particularly in the summer – when the statewide demand for electricity may outpace the available supply. To protect the state's power delivery system, the New York Independent System Operator (NYISO) could require all utilities to take immediate action to reduce electricity consumption.

These actions could include reducing use at our own facilities, then requesting that nonresidential interruptible rate customers reduce their use. (These customers pay a lower electricity price with the understanding that service may be interrupted at a moment's notice). Then we may make a public appeal to all customers to reduce use.

As a final step to relieve stress on the system, we could be directed to temporarily shut off electricity to selected areas for an hour at a time. As these "controlled power interruptions" end in one area, they might then move on to other areas until the high demand for electricity passes.

We don't anticipate any shortages of electricity this summer. Even so, it's always a good idea to be prepared for power interruptions, regardless of their cause.

Protection Against Power Surges



Power surges are sudden increases in voltage caused by storms, lightning strikes or damage to utility equipment. Without warning, they can damage appliances or electronic equipment. Protect your home with RG&E's StormSafe Surge Protection. To learn more, visit rge.com and select "Your Home."

Part of RG&E's commitment to the environment ...
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