

New – Two Ways to Report a Power Outage

We understand how inconvenient it is to be without electricity. That's why we offer two ways for you to contact us when your electricity is interrupted. You can:

1. Call RG&E at **1.800.743.1701**.
2. Visit **rge.com** and click on "Outage Central" – if you have access to the Internet during a power outage (using a laptop or from another location).

At **rge.com** you can also see a real-time list of streets with outages. The new Outage Central also has news releases, a street light outage report form, storm tips, safety information, generator safety information, weather information and emergency shelter listings, if applicable.

PLEASE REMEMBER >> Anytime that there's a power interruption: stay away from downed power lines. Even lines that appear dead can be deadly. Also, stay out of flooded basements because energized wiring, outlets or natural gas service may pose a hazard.

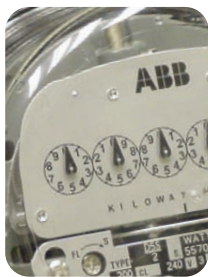


In a Flash Your Appliances Could Be Destroyed

Power surges are sudden increases in voltage caused by storms, lightning strikes or damage to utility equipment and can happen without warning, damaging appliances or electronic equipment. Protect your home with RG&E's StormSafe Surge Protection. Click on StormSafe Surge Protection under the "Your Home" tab at **rge.com**.

Options for Reading Your RG&E Meter

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 RG&E with a meter reading to replace the estimate.



If you wish to provide us with a meter reading, you can do so by:

- Using our secure meter reading form at **rge.com**.
- Calling our automated services line at **1.800.295.7323**. In January, we implemented a new telephone system with touch-tone features – instead of voice-response – for easy meter reading entry and the ability to accept multiple readings with one call.
- Returning a postcard, if you choose to enroll in our Meter Reading Reminder service. With Meter Reading Reminder, 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**.



**Know what's below.
Call before you dig.**

Before starting an outdoor project, have underground utilities marked to protect yourself from injury and prevent damage. A phone call to **811** at least two days but not more than 10 days before you plan to start your project is all it takes.



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**, our local offices and in local publications.

Large-Print and Braille Bills >

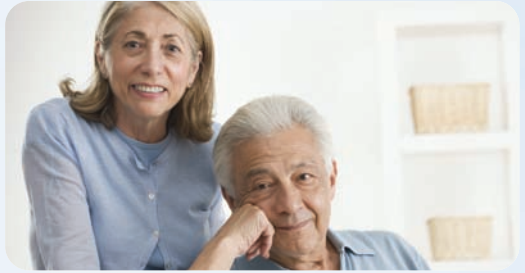
Your RG&E bill and our *EnergyLines* bill insert are available in large print and our bills are also available in Braille upon request at no charge.

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 and return it with a voided check when you make your payment. 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**.



Pay Your Bill Your Way

We offer you a variety of ways to pay your bill. Besides mailing your payment to us, paying at one of our pay agents (banks, grocery stores or other local businesses) or dropping your payment off at one of our offices, we also offer the convenience of online, telephone and electronic funds transfer bill payment.

Pay your bill online at rge.com two ways:

- >> Authorize RG&E to make an online e-Payment electronically and continue to receive a paper bill.
- >> Go completely paper-free by enrolling in RG&E's e-Bill service; schedule automatic payments, view and pay your bill at your convenience and manage multiple accounts.

Pay by phone:

- >> Have your account number handy and call our automated service line 24 hours a day at **1.800.743.2110**.




Enroll in RG&E's Electronic Funds Transfer (EFT) service:

- >> Have your bill payment automatically deducted from your checking account while still receiving a paper bill. Just fill out the form on the back of your bill payment stub.

If you are having trouble paying your RG&E bills don't wait, contact us immediately at 1.877.266.3492.

DOUBLE CHECK YOUR NUMBERS >>

When paying your RG&E bill online or by phone, always provide the complete routing transit and complete account number printed on your checks, not your credit union member number or check number. Using correct bank information ensures prompt payment and avoids returned check fees. Your routing transit number is always nine digits (A). **Credit union customers beware:** a five-digit account number is incomplete – be sure to look at your checks for the right information – there are numbers before and after the familiar five-digit code found on your bank statements. Your printed checking account number can be up to 17 digits long, and will appear between two symbols – a colon and two lines followed by a square (B). For more information, visit rge.com.

YOUR NAME 123 THIS STREET ANYTOWN, US 12345	DATE _____	129 <small>12-34567890 01</small>
Pay to the order of _____		\$ _____
<i>Dollars</i>		
 <i>This Financial Institution</i> <small>This Street, City, State, 12345</small>		
FOR _____		M
:026007948: 0123 456 789 11 0129		
A		B

Turning on *or* turning off service?

Attention College Students, Moving or Seasonal Customers

If you need your RG&E service turned on or off, let us know as soon as you know – don't wait to contact us as we can schedule your request months in advance!

There are **two ways** to contact us:

- Anytime online at rge.com.
- By calling **1.800.743.2110**, 7 a.m. to 7 p.m., Monday through Friday.

So we can best meet your expectations, please contact us as far in advance as possible. In all circumstances we need **at least** 24 hours notice. If the meter is inside, we will need to have you present or you'll need to make access arrangements with us in advance, or you can provide us with a meter reading by phone.





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.

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 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.

Beautify Your Home

A good lighting plan can make outdoor areas more useful and safe. Here are some tips to get started:

- Use pathway lights and post lanterns to highlight a walkway or the entrance to your home.
- Use a variety of lighting techniques to soften, highlight, reveal details and create landscaping shadows or silhouettes.
- Use lighting to increase your safety and security. Light pool areas, decks and other potentially hazardous areas to prevent falls. Discourage intruders with motion detectors.
- Place outside fixtures on both sides of doors or use a fixture with two bulbs. You get better lighting and, if one bulb burns out, you still have light.



For more information on outdoor lighting and lighting plans, visit rge.com.



>> DID YOU KNOW? If every American home replaced just one incandescent light bulb with a compact fluorescent light bulb we could prevent greenhouse gases equal to the emissions of more than 800,000 cars. To learn more about energy efficient lighting, visit rge.com.

Get Savings and Rebates!

Natural gas is the economical fuel choice. A typical oil heating customer would have saved up to \$600 during the last 12 months and a propane customer would have saved up to \$1,100 by switching to natural gas. If your home is within 100 feet of one of our natural gas mains and you aren’t an RG&E natural gas customer, now’s the time to switch: RG&E will install the service for **free** as long as you commit to installing natural gas heat in your home, plus you can get a \$200 or \$500 rebate. To sign up, visit rge.com and click on the “save with natural gas” icon.



>> Learn more by visiting the RG&E exhibit at Homearama, Magnolia Manor, Perinton, June 14 – 29.

