



New Sign up for Outage Alerts at rge.com

September 2018

EnergyLines

Save paper — sign up for eBill and view this newsletter online, too!

Outage information your way

As the seasons change from summer to fall, we want to keep you informed if strong storms cause power outages. We offer a variety of options. Choose what works best for you.

Outage Alerts

Get personalized outage information with **Outage Alerts**. If your power goes out, we'll send you an alert by text, email, phone — or all three. You'll receive an estimated time of restoration so you can plan, and an alert when power is restored.

Text Messages

If you're signed up for **Outage Alerts** and want to check the status of an outage, simply text **STATUS** to **743898**. We'll text you right back with the latest outage information that we have so you can plan.

Online Resources

Visit **Outage Central** at rge.com from your smartphone, tablet or computer and stay informed. You can report an outage, see detailed outage locations with our Outage Maps, view weather conditions and get estimated restoration times. You can even keep up with us on Facebook and Twitter.

Get outage information your way — anytime, anywhere. Visit rge.com today for more information and to sign up.



Sarah S. checks her phone for text alerts that will let her know when her power will be restored.

Paying your bill is as easy as 1-2-3

You want ease and convenience when paying your bill. We have options to help.



1. eBill

View, pay and store your bills online for easy access and convenience and receive a reminder notification so you won't miss a payment.



2. AutoPay



Let your bill pay itself. Your payment is made automatically, securely, and on time every month.



3. Budget Billing

We'll divide your annual bill into 12 equal payments, so you'll always know how much your bill will be.

Sign up for one, two, or all three of our payment options at rge.com and see how easy it is to pay your bill.

Follow us on:  

Reward yourself with smart choices — now and later



Help improve your community and its energy grid by enrolling in our **Smart Savings Rewards** Program today.

Just for signing up, you get an **\$85 e-gift card** for every qualifying Wi-Fi thermostat that controls your central air conditioning. Plus you'll have a chance to earn \$5 bill credits May 1 through September 30 when you allow us to make brief, limited adjustments to

your thermostat during times of peak electricity demand. That's all!

Reward yourself and visit smartsavingsrewards.com to see if you are eligible for these smart savings!

Sign up for **eBill**, our **FREE** online billing service, and paying your bill will be simple, secure and convenient.

Enroll now at rge.com.

Energy resources for educators, parents and kids

Educational energy resources are only a couple clicks away at rge.com. Click on "Giving Back," and then click on "In The Schools." There you'll find:

- Grrr the Natural Gas Safety Bear coloring book and Watts the Wizard safety posters to print and color.
- Information about the power of electricity, through our interactive Electric Universe and Energy Underground sections.
- Our new "Being Nosey Can Keep You Safe" school kit.



Look Up...Look Out

When you or your contractor are working around your house, be aware that things such as aluminum siding, gutters and ladders conduct electricity.

If any of these items touch an overhead power line, the results could be deadly.

While planning a project, contractors and vehicle and equipment operators should carefully check the work area for any potential hazards, including overhead power lines.

Call 811 before you dig

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

Contractors are required by state law to call Dig Safely New York. Homeowners who are planning digging projects are encouraged to call **811** or visit digsafelynewyork.com. Contact Dig Safely New York at least two working days (not counting the day you call) but not more than 10 working days before you plan to start your project.

For more information, visit rge.com.



Stay away from downed power lines and tell others to stay away. No line is safe to touch, **ever**. Call us right away at **1.800.743.1701** to report downed power lines.

If you or a member of your household relies on life-sustaining equipment, don't wait, contact us now at **1.800.743.2110**.

