

Choose Your Way to Pay

Pay your RG&E bill anytime by computer or phone. Our online services and Self Service Line are available 24 hours a day, 7 days a week. Try any of these **free** and **convenient** ways to pay:



To enroll or learn more about these options, visit **rge.com**, click on "Your Account," "Pay Your Bill" and then on "Payment Options."

- >> Visit **rge.com** and go paper-free with our free **e-Bill** service – save stamps, checks and paper. With this free service, you can receive and pay your bill online and view up to 13 months of billing history.
- >> Use our **e-Payment** service to make an electronic payment from your checking account. You can pay online at **rge.com** and still receive a paper bill by mail or by calling our Self Service Line at **1.800.295.7323** – no enrollment or login needed.

Other payment options:

- >> Enroll in our **electronic funds transfer (EFT)** service, still receive a paper bill but have your payment automatically deducted from your checking account 23 days after we mail your bill. We will no longer include a return envelope with your bill and you'll save a paper check and stamp each month. You can combine EFT with online billing – view your bill online with the security of knowing your payment will be automatically made. To enroll, complete the form on the back of your bill payment stub or visit **rge.com**.
- >> Mail your payment to us using the envelope we supply with your bill statement.
- >> Drop your payment off at one of our offices.
- >> Pay at one of our pay agents (grocery stores or other local businesses) or pay your RG&E bill by **credit card** online. (Note: A \$1 to \$5.95 convenience fee will be added by the pay agent to the total amount for either of these services).

✂ – Clip and Save –

We're Just a Phone Call Away

When you need to discuss your RG&E service, call **1.800.743.2110** and follow this overview of our telephone menu.

[RG&E 11-Digit Account Number _____ - _____ - _____]

PRESS 1 NATURAL GAS EMERGENCIES

PRESS 2 BILLING OR PAYMENTS

PRESS 3 START OR STOP SERVICE, NEW CONSTRUCTION OR UPGRADES

PRESS 4 METER READING

PRESS 5 OUTAGES

PRESS 6 MORE OPTIONS

MAKE A ONE-TIME PAYMENT BY PHONE > **PRESS 1**

PRICE QUOTES, USAGE HISTORY OR SUPPLIER INFORMATION > **PRESS 2**

ALL OTHER QUESTIONS > **PRESS 4**

CALL OUR SELF SERVICE LINE ANYTIME AT 1.800.295.7323, to enter a meter reading, pay by phone, learn your account balance and more.

Quick calling tips: Have your account number handy; and ensure we have your telephone number on file, as you can report outages or get restoration updates using your telephone number. Don't know if we have your number? View and update your account information online.

Maintaining Reliability by Managing Trees and Vegetation

To avoid service interruptions, we clear vegetation from around thousands of miles of power lines, keeping these areas free of trees and undergrowth.

To learn more about our trimming methods, view our free brochure by going to **rge.com**, click on “Usage and Safety,” “Electrical Safety” and then on “Trees and Power Lines.”



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 National Arbor Day Foundation for **low-growing varieties** that will add beauty to your property without interfering with power lines. Learn more at **arborday.org**, call **1.888.448.7337**.



Stay Safe When Working Outdoors



**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.