

Choose Your Way to Pay

Pay your RG&E bill anytime – our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- >> Go paper-free with our free **e-Bill** service – save stamps, checks and paper. Receive and pay your bill at **rge.com** and view up to 13 months of billing history.
- >> Use our **e-Payment** service to make a secure electronic payment from your checking account, you can pay online at **rge.com** 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 by completing the form on the back of your bill payment stub or **enroll online** (click on “Your Account” and then on “Enroll in Electronic Funds Transfer”). Customers who submit the EFT form electronically will receive a confirmation e-mail.

With EFT, RG&E will deduct your amount due from your bank account 23 days after we mail your bill. Once enrolled, your bill will list the date your payment will be deducted and your bill payment stub will display “AUTOPAY” in the “Amount Due” box.

- >> Mail your payment to us – be sure to write your account number on your check.
- >> Drop your payment off at one of our offices.



Sign Up for Our Meter Read Reminder Service

New e-mail option available!

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 (listed on page 3 of your bill).



If you want to be reminded when a reading is due, contact us to enroll in our Meter Read Reminder Service. You can choose 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. To enroll online, visit **rge.com**, click on “Reading Your Meter” and then on “Reminder Service.”

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**. You can even take a photo of the meters and e-mail an electronic image to **customer_service@rge.com**. If you do so, please put your meter number(s) in your e-mail subject line.
- By mail using our reminder postcard.



Sometimes We May Need to Cut Back on Power Use

As 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 stress on the system.

Steps to protect the system may include reducing voltage and calling on customers to reduce their use of electricity.

While it’s unlikely, 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.

Use Energy Wisely This Summer

While longer days and warmer weather make us less dependent on energy for light and heat, there are many opportunities to practice wise energy use.

Staying cool indoors >> If you have storm windows that you replace with screens for the summer, consider which windows you actually open. Leaving some storm windows in place may save you work in the fall and help keep rooms cooler, especially if you use air conditioning. Another “cool” technique is to close blinds and drapes to block direct sunlight.

Tips for using your air conditioner >>

- Set the thermostat no lower than 78 degrees; close windows and exterior doors.
- Keep curtains and furniture away from air intakes and vents.
- Avoid cooking, baking and other heat-producing activities on hot days.
- On moderately hot days, use fans instead of air conditioners.

Follow the manufacturer’s recommendations to ensure that your air conditioner stays in tip-top shape and runs efficiently.

Electric fans >> Fans can be an economical way to make your home more comfortable. Attic fans, window fans, floor and table fans are all cost-effective.

Window fans give better ventilation than portable fans, but attic or “whole-house” fans are often the best choice. Talk with your appliance dealer or home center specialist to find the fan best suited to your home.



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



Messages Just For You

On the back of page 1 of your RG&E bill is a message area which may have important information about your RG&E account. These messages could include changes or alerts regarding account status, adjustments to charges, your status in RG&E services or programs such as Budget Billing, RECAP or other special assistance programs.

Other messages could be about RG&E products, services, billing and payment options, usage and safety tips and important regulatory information. Please take a moment each month to review these messages.

Please Don't Post Notices on Utility Poles

For the safety of RG&E crews, we ask you not to attach notices or other materials to utility poles. Additionally, remnants of these signs from long-forgotten activities become eyesores and create litter.

