



# EnergyLines

Go paper-free – [rge.com/online](http://rge.com/online)

## Services Designed with You in Mind

We strive to provide you with safe, reliable service, but 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.

### Service and Assistance

**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 an outage extends beyond 24 hours.

**Third-Party Notification:** Our third-party notification service offers you extra peace of mind. A family member, friend, agency or organization you designate will receive a copy of any important notices we may send to you.

**Hearing and Speech Impairment Assistance:** If you use a text telephone (TTY) device in your home, just dial **711**, and ask the New York Relay Service operator to contact RG&E at **1.800.962.3293**.

**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.

**Interpreter Service:** For customers who prefer to speak in a language other than English, we offer interpreter services. We also have select materials available in Spanish at [rge.com](http://rge.com) and in our local offices.

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

### Pay Your Bill Your Way

Our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- **Autopay Service:** Take the worry out of remembering to pay your bill by enrolling in Autopay. Each month we'll automatically deduct your amount due from your checking account 23 days after we mail your bill. Simply complete the form on the back of your bill payment stub or enroll online at [rge.com](http://rge.com).
- **Go Paper-free With our e-Bill Service:** Save stamps, checks and paper. You can combine Autopay and e-Bill to ensure you never miss a payment.
- **Use our e-Payment Service:** Make a secure electronic payment from your checking account while still receiving a paper bill. No enrollment or login needed, pay online at [rge.com](http://rge.com) or call our self service line at **1.800.295.7323**.

### Spread Your Energy Costs Evenly Over 12 Months

**Budget Billing:** Our Budget Billing service lets you spread your energy 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.



For more information or to enroll in any of these free services, visit [rge.com](http://rge.com) or call us at **1.800.743.2110**.

## Pruning Trees Improves Electric Service Reliability



### *Taking care of trees and power lines go hand-in-hand*

We are proud to provide safe, reliable, essential electricity service. When service is interrupted, it is most often due to a tree contacting power lines. To minimize tree-related interruptions, we prune and remove trees and vegetation in our rights of ways and encourage planting the right tree in the right place. To learn more about our tree trimming policies, go to [rge.com](http://rge.com) then click on "Usage and Safety," "Electrical Safety" and then on "Trees and Powerlines."

## Using Your Senses

A natural gas leak is usually recognized by smell, sight or sound.

**SMELL >>** For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added to natural gas.

**Note:** Not all natural gas in larger transmission lines is odorized.

**SIGHT >>** You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

**SOUND >>** You may hear an unusual noise like roaring, hissing or whistling.



## Suspect a Natural Gas Leak?

**Get up, get out and call us 24/7 from a neighbor's phone at 1.800.743.1702 or call 911.** We'll respond free of charge to make sure you and your family are safe.

- DO NOT smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are in progress.

## Contractors: Call 811 Before You Dig.

*You could face fines for disrupting underground services*

RG&E reminds contractors and customers to call *Dig Safely New York* at **811** to have underground facilities marked before beginning any excavation work. Every year, there are dozens of incidents of damage to RG&E's underground natural gas and electric facilities. These incidents can put people's lives in danger, are costly and can interrupt essential utility service.

Contractors are required by state law to call *Dig Safely New York*. Homeowners are encouraged to call **811** as well. Or visit [www.digsafelynewyork.com](http://www.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.



## Be Prepared for Summer Storms

When a storm strikes, we are ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a radio and fresh batteries handy.
- Have a corded telephone. (Cordless and digital phones may not work during a power interruption.)
- Store adequate supplies of water and non-perishable food.
- For more tips, visit [rge.com](http://rge.com), click on "Outage Central" and then on "Storm Tips."

### If Your Power Is Interrupted:

- Check to see if your neighbor's power is out. If it isn't and you are able, double check your own circuit breakers or fuse box. Call us at **1.800.743.1701** to report a power interruption.
- Listen to a radio for updates.
- Leave a light turned on so you will know when power is restored.
- Keep your refrigerator or freezer closed to extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updates at [rge.com](http://rge.com). Click the "Outage Central" tab.

## Is Saving on Energy Really That Easy? YES!

Natural gas programs, refrigerator recycling rebates, and programs for small businesses and incentives for large commercial customers – **we have more than 70 ways to help reduce energy bills.** Looking to save at home? We have programs for that. Trying to bring big savings to your business? We have what you need for that, too. With so many ways to save, you're sure to find the perfect opportunity for your home or business. Say YES to your energy savings. Visit [yes2savings.com](http://yes2savings.com).

