



July 2014

EnergyLines

Go paper-free – rge.com/online

Enroll today!



Think of All the Things You'd Rather Be Doing Than Paying Bills

This summer, make sure you have plenty of time for the things you enjoy. Don't spend your time indoors paying bills – Autopay is the most convenient way to pay your bill without even lifting a finger!

>> Enroll for your chance to win a \$100 bill credit!

Each month, we're choosing one Autopay customer to win a \$100 bill credit. The sooner you sign up, the more chances you have to win!

Visit rge.com to sign up today! Or to enter to win and for complete sweepstakes details, visit rge.com or call **1.800.743.2110**. Enrollment in **Autopay** not required to participate.

We Can Help You Manage Your Energy Bills

We offer some great options to help you manage your energy costs.



Budget Billing

Avoid surprises – with **Budget Billing** you'll always know – and can plan – for your monthly bill. You can begin **Budget Billing** during any month. We'll divide your yearly bill into 12 equal payments. Periodic reviews will assure your budget amount matches your actual consumption so you won't fall behind.

Payment Extension

If you have a temporary hardship, you may qualify for a payment extension. Call us at **1.877.266.3492** (Monday through Friday, 7 a.m. to 7 p.m., excluding holidays).

Energy Assistance Program

Assistance is available to qualified customers with two programs designed to help eligible customers gain control of their energy bills.

For more details on these programs, visit rge.com and click on "Usage and Safety."

Your Bill at Your Convenience – Make the Switch to e-Bill

View, pay and file your bills all in one place

- View your bills online at your convenience
- Payment reminders help you never miss a payment
- Choose from a variety of filing and record-keeping options

You can also combine **e-Bill** with **Autopay** and **Budget Billing** so you never have to think about your bill again! Your level payments will be deducted on time each month and your bills will still be available for you to view whenever you need to.

Visit rge.com to sign up today!

Sign up today!



Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe, thanks to the natural gas industry's diligence in maintaining, operating and monitoring the nation's vast transmission and distribution system.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Minor damage such as a gouge, scrape or dent to a pipeline or its coating may cause a leak or failure. To help us provide safe, reliable natural gas service:



- 1. Call before you dig.** Contractors are required by law – and all customers are strongly encouraged – to call Dig Safely New York at **811** two days but not more than 10 days prior to excavation work. One call provides notice to have underground utilities marked to help protect them – and ensure public safety – during excavation work. This service is **free**.
- 2.** Call us 24/7 at **1.800.743.1702** if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present.
- 3.** Respect underground pipeline rights of way: whether along a public street or on private property, certain activities could be restricted or prohibited. Check your deed or with your municipality before planning any work (adding a storage shed, garage or pool) if you suspect it may infringe on a right of way.

Please be safe and comply with the law. Failure to do so can jeopardize public safety, result in costly damages and lead to substantial fines.

Pipeline Markers Show the Way

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact Dig Safely New York at **811** prior to any excavation.



Commitment to Safety

We work with industry groups to continually enhance natural gas pipeline safety. At the state level, we work with regulators to ensure the system's safe operation. And, as new technologies are developed in pipeline design, inspections and operations, we continue to invest in programs that allow for safe and reliable natural gas delivery.

We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.



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 quickly 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.