



September 2014

EnergyLines

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Improved Reliability Today and Ready for Growth Tomorrow

As part of our commitment to provide safe, reliable service to all of our customers, RG&E will invest approximately \$254 million on the Rochester Area Reliability Project (RARP), a major upgrade to its electricity transmission system in the region.

These new transmission lines and substation will increase capacity, improve reliability and accommodate growth and economic development in the City of Rochester and western Monroe County.

For more information, visit rge.com, click on "Our Company" and then click on "RARP."

Your Bill, Your Way – You Choose!

Our billing and payment options are designed to meet your needs. Pick the plan that works best for you and offers simplicity and convenience.

- **e-Bill** - View your bill at your convenience and store them online for easy access. We'll even send you a reminder when your payment is due.
- **Autopay** - Your bill will be paid automatically 23 days after we send your bill. And for each month you're enrolled in **Autopay**, you'll be entered to **win a \$100 bill credit!**
- **e-Bill and Autopay combined** - Combine our online options for a hassle-free way to manage your bills. You'll never worry about missing a payment and you can view your bills online at your convenience.

To sign up for one or more of our billing and payment options, visit rge.com.



The time you save will be the time you gain.

Free Energy Saver Products? YES!



A **free energy-efficient showerhead and faucet aerator** are available to residential customers who heat their water with either RG&E natural gas or RG&E electricity, and who have not already received an Energy-Saving Products Kit from RG&E, NYSEG, NYSERDA or any other energy efficiency or energy assistance program. Go to nyseg-rge.savingkit.com, or call **1.877.560.6076** to order a kit.

Plus, we have more than 70 easy ways to reduce energy spending. With so many ways to save, you're sure to find the perfect opportunity for your home or your business. Go to rge.com, click on energy efficiency incentives and say YES to your energy savings!



Look Up...Look Out and Call Before Your Dig

Be aware of overhead and underground electric lines!

Look Up...Look Out!

When working around your house or when hiring a contractor, know 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 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.

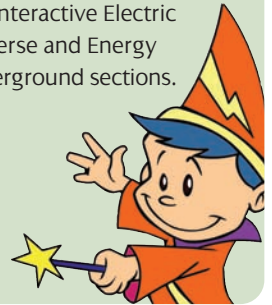


Contractors are required by state law to call *Dig Safely New York*. Homeowners who are planning digging projects are encouraged to call **811** or visit digsafelynewyork.com. Contact *Dig Safely New York* at least two working days (not counting the day you call) but not more than 10 working days before you plan to start your project. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."

Energy Resources and Services for Educators, Parents and Kids

Energy resources and services are only a click away at rge.com – click on "Giving Back" and then on "In the Schools." There you'll find materials on energy-related topics and resources including our:

- Grrrr 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.



Stay away from downed power lines and tell others to stay away. Even lines that appear "dead" can be deadly. Call us immediately 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**.

Be Prepared for Storms

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

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working 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 and information, visit rge.com and click on "Outage Central."

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 battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your refrigerator or freezer to help 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, smartphone, other device, or another location) our site is designed for easy use anywhere. At rge.com "Outage Central," you can report an outage and get updated information.