



EnergyLines

Manage your account anytime, anywhere with our [Mobile App!](#)



We're making improvements to our system, so you can power through your day – especially when it comes to baking your favorite muffins or cookies.

Power On Building a stronger, safer grid

Our Station 38 substation upgrade is complete, increasing the reliability of our system to downtown Rochester customers. We replaced transformers and installed a new control house with new upgraded equipment. We are now restoring the interior and exterior masonry walls of the 100+ year old structure that has served us so well. We have been working with the neighborhood association on the look of the station.

When complete, our customers will see enhanced reliability and have a structure that matches the local neighborhood charm.

Switch from your mailbox to your inbox

Did you know that when you sign up for **eBill**, you're getting the exact same information as your paper bill and more? It's true! When your energy bill is sent to your inbox instead of your mailbox, you get more control, convenience and time.

When you sign up for **eBill**, you get the following advantages:

- No more waiting for mail delivery, you'll get your **eBill** as soon as it's issued.
- No more looking through files for old bills, **eBill** keeps track of them for you.
- No more late payments with our easy reminders.

Scan this QR code to
sign up for eBill



Don't have a smartphone?
You can access your
online account by visiting
rge.com/MyAccount.

Energy saving tips

Use these no-cost energy-saving tips to stay cool and comfortable this summer.



- Set your air conditioning at 78° or higher. Each degree above 75° saves you 3% of the energy used to cool your home.
- Turn your air conditioner up a few degrees when you leave home.
- Close your draperies and shades on hot, sunny days.

Visit rge.com/UnderstandYourUsage for more tips to help you manage your energy bill.

What a cool way to save

Enroll in our **Smart Savings Rewards** program and you'll receive a **\$70 MasterCard e-gift card*** and the chance to earn a **\$20 credit** on your electricity bill.

Once you enroll, we'll adjust your thermostat during times when summer electricity demand is at its highest. It's just a few degrees, but you'll earn a **\$20 credit** on your electricity bill at the end of the summer for fully participating in at least one temperature adjustment.

Get more information and see if you qualify by visiting **SmartSavingsRewards.com**.

**To enroll, you must be an RG&E customer and install or have an existing eligible thermostat connected to your central air conditioning system.*



Smart meters are coming soon!



We're upgrading meters across our service area and may be in your community soon.

If you're planning new construction or your meter needs to be replaced unexpectedly, you may receive our standard smart meter sooner than others in your neighborhood.

Smart meters provide many benefits after upgrades are complete in your community including:

- Getting bills based on your actual use each month automatically – no more reading your meter.
- Access to your detailed energy use down to the hour.

If you are a residential customer and would prefer to opt out of our standard smart meters and pay an additional monthly fee, please contact us at **866.734.3821**. Monthly fees will begin after meter upgrades in your community are complete. Visit **rge.com/smartmeters** to learn more.

Delivering help in our communities

Our team recently provided support to the Salvation Army of Rochester's Emergency Family Services, a one-stop resource for people in need of emergency food, clothing, hygiene items, and much more.

Volunteers stocked and organized the pantry, prepared food bags for walk-in guests and pick up, and helped clean the facility.



Be safe: Pipeline markers show the way

We're committed to your safety. We work with industry groups to continually enhance natural gas pipeline safety. We also work with emergency responders, and state and local agencies, to prevent and prepare for emergencies through training and periodic drills.

Since natural gas pipelines are underground, line markers are sometimes used to indicate their approximate location. Markers only indicate a pipeline's general location and should not be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact **UDig NY** at **UDigNY.org** or call **811** prior to any excavation.

As an added safety measure against excavation damage, you can request that we install an Excess Flow Valve (EFV). For more information on installation requirements and costs, visit **rge.com/EFV**.