



**Closure of Rochester Gas and Electric
Corporation Geneseo, NY Customer Office**

March 24, 2017

Communication Messages

Key Messages 1 of 2

- We're closing the RG&E walk-in customer office located at 56 Main Street, Geneseo, New York, effective 5 p.m., May 26, 2017.
- Over time, more and more of our customers have chosen to pay their bill without coming to the office. Instead, our customers are choosing to pay their bills online, by AutoPay with payments automatically deducted from their bank account each month, by using our self-service phone number, by mailing their payments and by paying at our many pay agent locations.
- We're ready to serve you without the need for you to come to this office. Here's how:
 - **Payment:**
 - **Online at rge.com:** Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code or check.
 - **AutoPay automatic payments from your banking account:** Enroll by visiting rge.com, calling our self-service number at **1.800.295.7323**, mailing the back of your bill stub or by calling Customer Service and speaking with a Customer Service Representative at **1.800.743.2110**, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
 - **In person:** At Walmart or Kmart locations nationwide, Western Union, and grocery store locations: Convenient Corner Mart, Shurfine Food Center, Tops Markets. A complete list is available at rge.com.
 - **Call our self-service number: 1.800.295.7323**, 24 hours/7 days. Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **By mail: RG&E, P.O. Box 847813, Boston, MA 02284-7813.** Payment by check or money order.
 - **Call Customer Service:** Speak with a Customer Service Representative at **1.800.743.2110** (refer above for hours). Make payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code or check.
 - **Payment Arrangements by calling 1.877.266.3492** and speaking with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.

Messaging for Customers & Other Stakeholders – Closing RG&E Walk-In Customer Office at Geneseo

Key Messages 2 of 2

- **Continued –**
- **We're ready to serve you without the need for you to come to this office. Here's how:**
 - **Customer Service (Starting, Ending Service and more)** at rge.com or calling **1.800.743.2110** to speak with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
 - **Emergency Services:**
 - If you are experiencing a **natural gas emergency**, or if you **smell a natural gas odor**, go outside and immediately call **911 or RG&E at 1.800.743.1702.**
 - If you are experiencing a **life-threatening electricity emergency**, immediately call **911**. For outage reporting and information, visit rge.com and click on "Outage Central" or call **1.800.743.1701.**
- **How will customers and others learn about the office closing:**
 - Customers, public officials, local departments of Social Services will be notified through direct mail and/or email, office signage and handouts, our website, news releases.
 - PSC staff will be notified through submission of our communications plan.
 - Employees will be notified about the office through meetings, postings in our Intranet and other online sites (FAQs, CS Training SharePoint), email, and talking points.
- **If queried only:** The Customer Service Representative in the Geneseo Office will be working in another RG&E office.
- Any external inquiries received regarding post-closure lease availability of the walk-in office area are to be referred to Deb Wegman at Debra_Wegman@rge.com.
- **We remain dedicated to providing you with safe, reliable energy delivery, excellent customer service and a commitment to the community and environment. Thank you for the opportunity to serve you!**

Signage

We're closing this office for customer service at 5 p.m., May 26, 2017.

We're ready to serve you without the need for you to come to this office. Here's how:

- **Make a Payment:**
 - **Online at rge.com.**
 - **Using our [AutoPay service](#)** with automatic payments deducted from your banking account.
 - **In person** at Walmart or Kmart locations nationwide, Western Union, and grocery store locations: Convenient Corner Mart, Shurfine Food Center, Tops Markets. A complete list is available at rge.com.
 - **Calling our self-service number at [1.800.295.7323](tel:1.800.295.7323), 24/7.**
 - **By mail to [RG&E, P.O. Box 847813, Boston, MA 02284-7813](#).**
 - **Calling Customer Service and speaking with a Customer Service Representative at [1.800.743.2110](tel:1.800.743.2110), Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.**
 - **Payment Arrangements by calling [1.877.266.3492](tel:1.877.266.3492) and speaking with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.**
- **Customer Service (Starting, Ending Service and more) at rge.com or calling [1.800.743.2110](tel:1.800.743.2110) to speak with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.**
- **Emergency Services:**
 - If you are experiencing a **natural gas emergency**, or if you **smell a natural gas odor**, go outside and immediately call **911** or **RG&E** at **[1.800.743.1702](tel:1.800.743.1702)**.
 - If you are experiencing a **life-threatening electricity emergency**, immediately call **911**. For outage reporting and information, visit rge.com and click on "Outage Central" or call **[1.800.743.1701](tel:1.800.743.1701)**.

AVANGRID Logo

Thank You

RG&E Logo

Messaging for Customers & Other Stakeholders – Closing RG&E Walk-In Customer Office at Geneseo

Signage – Details

	Pre-Close Date	Post-Close Date
Geneseo Office	<ul style="list-style-type: none">▶Front Door▶Cashier/Kiosk Area▶Drop-Box▶Signage/Holder for Handout	<ul style="list-style-type: none">▶Front Door With Holder for Handout▶Remove Drop-Box and Replace With Signage/Holder for Handout

Handout – Side 1

We're Closing the RG&E Geneseo Office for Customer Service , 5 p.m., May 26, 2017

We're ready to serve you without the need for you to come to this office. Here's how:

- **Payment:**
 - **Online at rge.com:** Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code or check.
 - **AutoPay automatic payments from your banking account:** Enroll by visiting rge.com, calling our self-service number at **1.800.295.7323**, mailing the back of your bill stub or by calling Customer Service and speaking with a Customer Service Representative at **1.800.743.2110**, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
 - **In person:** At Walmart or Kmart locations nationwide, Western Union, and grocery store locations: Convenient Corner Mart, Shurfine Food Center, Tops Markets. **Refer to reverse side for locations.** A complete list is also available at rge.com.
 - **Call our self-service number: 1.800.295.7323**, 24 hours/7 days. Payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **By mail: RG&E, P.O. Box 847813, Boston, MA 02284-7813.** Payment by check or money order.
 - **Call Customer Service:** Speak with a Customer Service Representative at **1.800.743.2110** (refer above for hours). Make payment by credit card (Visa, MasterCard, Discover) or debit card with PIN code, or check.
 - **Payment Arrangements:** Call **1.877.266.3492** and speak with a Customer Service Representative, Mon-Fri, 7 a.m. to 7 p.m., excluding holidays.
- **Customer Service Including Starting and Ending Service :** Visit rge.com or by calling **1.800.743.2110** to speak with a Customer Service Representative.
- **Emergency Services:**
 - If you are experiencing a **natural gas emergency**, or if you **smell a natural gas odor**, go outside and immediately call **911** or **RG&E** at **1.800.743.1702**.
 - If you are experiencing a **life-threatening electricity emergency**, immediately call **911**. For outage reporting and information, visit rge.com and click on "Outage Central" or call **1.800.7431701**.

We remain dedicated to providing you with safe, reliable energy delivery, excellent customer service and a commitment to the community and environment. Thank you for the opportunity to serve you!

AVANGRID Logo

RG&E Logo

Handout – Side 2

Payment In Person Locations:

- **Walmart locations nationwide. Walmart locations near the Geneseo area:**
 - Walmart Stores, Inc. #01966, 4235 Veteran Drive, Geneseo, NY 14454
 - Walmart Stores, Inc. #02043, 2348 Route #19, Warsaw, NY 14569
- **Western Union locations near the Geneseo area:**
 - TA #208, Dansville, 9616 Commerce Dr-I 390 Exit 5, Dansville, NY 14437-9272
- **Grocery store locations near the Geneseo area:**
 - Caledonia Marketplace, 3136 Main Street, Caledonia, NY 14423
 - Perry Marketplace, 121 North Center Street, Perry, NY 14530
 - Shurfine Food Center, 904 Route 408, Nunda, NY 14517
 - Tops Markets:
 - Store #431, 270 E Main Street, Avon, NY 14414
 - Store #246, 128 W Main Street, Le Roy, NY 14482
 - Store #247, 2382 State Route 19N, Warsaw, NY 14569
 - Store #520, 35 Franklin Plaza, Dansville, NY 14437

When paying in person, please keep the following in mind:

- If you need to make a payment fast and in person, pay at any Walmart or Kmart location nationwide - to have a payment post the next business day.
- Pay agents do charge a convenience fee for their service and accept cash, money orders or payments using debit cards with PIN code access (some also accept checks).
- Please bring your bill payment stub when you pay in person and/or your 11-digit RG&E account number.
- If you have a termination notice which will soon expire, call us at **1.877.266.3492** (Mon-Fri, 7 a.m. to 7 p.m., excluding holidays) prior to making payment at a pay agent.

Customer Direct Mail or Email

We're Ready to Serve You

Dear RG&E Customer,

We're writing to let you know we're closing the RG&E customer walk-in office located at 56 Main Street, Geneseo, New York, effective 5 p.m., May 26, 2017.

Over time, more and more of our customers have chosen to pay their bill without coming to the office. Instead, our customers are choosing to pay their bills online, by AutoPay with payments automatically deducted from their bank account each month, by using our self-service phone number, by mailing their payments and by paying at our many pay agent locations.

Rest Assured - We're Ready to Serve You Without the Need for You to Come to This Office

Please refer to the enclosed information listing the many options available for paying your bill and for all your customer service needs.

We remain dedicated to providing you with safe, reliable energy delivery, excellent customer service and a commitment to the community and environment. Thank you for the opportunity to serve you!

Sincerely,

RG&E Customer Service

P.S. Check out the enclosed information to learn how we can serve you without the need for you to come to our office!

Encl: Handout