



Customer Communications

July 6, 2021

Walk-In Office Closures

Messaging for Customers & Other Stakeholders – Canandaigua Location

Key Messages 1 of 3

- We're permanently closing the RG&E walk-in customer office located at 79 Clark St., Canandaigua, effective September 18, 2021.
- This location has been closed since March 17, 2020 due to the COVID-19 pandemic.
- For customers who prefer to continue paying their bill in-person, we have many approved pay agent locations who will process in-person payments for free.
- Over time, more and more of our customers have chosen to pay their bill without coming to the office thanks to numerous convenient methods available to them.
- Our customers are choosing to pay their bills by using the following:
 - Our Mobile App
 - Online
 - Our self-service number
 - In-person at our many approved pay agent locations with no convenience fee
 - Mailing payments
 - AutoPay with payments automatically deducted

Messaging for Customers & Other Stakeholders – Canandaigua Location

Key Messages 2 of 3

Continued -

- **We're ready to serve you without the need for you to come to this office. Here's how:**
 - **Payment:**
 - **Mobile App:** Download the free RG&E app from the App Store or Google Play by searching RG&E or text **APP** to **743-898**. View and pay bill by credit card (Visa, MasterCard, Discover).
 - **Online at rge.com:** Payment by checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **In person:** At pay agent locations, Western Union, Walmart or Kmart. A complete list of our approved pay agents with no convenience fee is available at rge.com.
 - **Call our automated phone system: 1.800.295.7323**, Available 24/7. Payment by credit card (Visa, MasterCard, Discover), debit card 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 checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **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.
 - **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.
 - If necessary, we will schedule a meeting to meet with you in person. Call Customer Service at **1.800.743.2110**.

Messaging for Customers & Other Stakeholders – Canandaigua

Key Messages 3 of 3

Continued –

- **We're ready to serve you without the need for you to come to this office. Here's how:**
 - **Customer Service** (Start, Stop or Transfer service) 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 and local departments of Social Services will be notified through direct mail and/or e-mail, office signage, phone calls and our website.
 - PSC staff will be notified through submission of our communications plan.
- **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!**

Messaging for Customers & Other Stakeholders – Fillmore

Key Messages 1 of 3

- We're permanently closing the RG&E walk-in customer office located at 32 Main St., Fillmore, effective September 18, 2021.
- This location has been closed since March 17, 2020 due to the COVID-19 pandemic.
- For customers who prefer to continue paying their bill in-person, we have many approved pay agent locations who will process in-person payments for free.
- Over time, more and more of our customers have chosen to pay their bill without coming to the office thanks to numerous convenient methods available to them.
- Our customers are choosing to pay their bills by using the following:
 - Our Mobile App
 - Online
 - Our self-service number
 - In-person at our many approved pay agent locations with no convenience fee
 - Mailing payments
 - AutoPay with payments automatically deducted

Messaging for Customers & Other Stakeholders – Fillmore

Key Messages 2 of 3

Continued -

- **We're ready to serve you without the need for you to come to this office. Here's how:**
 - **Payment:**
 - **Mobile App:** Download the free RG&E app from the App Store or Google Play by searching RG&E or text **APP** to **743-898**. View and pay bill by credit card (Visa, MasterCard, Discover).
 - **Online at rge.com:** Payment by checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **In person:** At pay agent locations, Western Union, Walmart or Kmart. A complete list of our approved pay agents with no convenience fee is available at rge.com.
 - **Call our automated phone system: 1.800.295.7323**, Available 24/7. Payment by credit card (Visa, MasterCard, Discover), debit card 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 checking account, credit card (Visa, MasterCard, Discover) or debit card.
 - **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.
 - **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.
 - If necessary, we will schedule a meeting to meet with you in person. Call Customer Service at **1.800.743.2110**.

Messaging for Customers & Other Stakeholders – Fillmore

Key Messages 2 of 3

Continued –

- **We're ready to serve you without the need for you to come to this office. Here's how:**
 - **Customer Service** (Start, Stop or Transfer service) 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 and local departments of Social Services will be notified through direct mail and/or e-mail, office signage, phone calls and our website.
 - PSC staff will be notified through submission of our communications plan.
- **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 Details

Location	Pre-Close Date	Post-Close Date
Canandaigua	<ul style="list-style-type: none">▶ Front door COVID-19 temporarily closed signage	<ul style="list-style-type: none">▶ Front Door With Holder for Handout▶ Remove Drop-Box and Replace With Signage/Holder for Handout
Fillmore	<ul style="list-style-type: none">▶ Front door COVID-19 temporarily closed signage	<ul style="list-style-type: none">▶ Front Door With Holder for Handout▶ Remove Drop-Box and Replace With Signage/Holder for Handout

Signage and Customer Card (examples)

Canandaigua office will be closing permanently for Customer Service (Effective September 18, 2021)

We can help you

Convenient ways to pay

- **Pay by Mobile App** – Download our FREE Mobile App and manage your account.
- **Call our Automated Phone System** – 800.295.7323, option “2”, available 24/7.
- **Call Customer Service** – 800.743.2110, 7 a.m. - 7 p.m., Monday - Friday, excluding holidays.
- **Make a Payment Online** – Fast, secure, easy, and convenient at rge.com.
- **Make a Payment Arrangement** – 877.266.3492, 7 a.m. - 7 p.m., Monday - Friday, excluding holidays.
- **Pay by Mail** – RG&E, P.O. Box 847813, Boston, MA 02284-7813.
- **Pay in Person** – NO FEE at approved pay agents, visit rge.com for current list.
- **Set up AutoPay** – Automatic payments, on time, every month from your bank account.
- **Enroll in eBill** – Receive reminders when it's time to view or pay your bill. Plus, schedule one-time or automatic payments.

Customer Service (starting/ending service and more)

- **Visit us online** – rge.com.
- **Call Customer Service** – 800.743.2110, 7 a.m. - 7 p.m., Monday - Friday, excluding holidays.

Emergency Service

- 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 800.743.1702.
- If you are experiencing a **life-threatening electricity emergency**, immediately call 911. For outage reporting and information, visit rge.com or call 800.743.1701.

Thank you for the opportunity to serve you!

rge.com



RG&E

An AVANGRID Company

DRAFT RG0000 (Design) 06.11.21

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- **Call Customer Service** – 800.743.2110, 7 a.m. - 7 p.m., Monday - Friday, excluding holidays.

Emergency Service

- 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 800.743.1702.
- If you are experiencing a **life-threatening electricity emergency**, immediately call 911. For outage reporting and information, visit rge.com or call 800.743.1701.



RG&E

An AVANGRID Company

You can make a payment **WITHOUT** a fee at approved pay agents

Pay agent locations near Canandaigua

Walmart Location

Walmart Stores, Inc.
4238 Recreation Drive
Canandaigua, NY 14424

Western Union Locations

Dollar General
74 West Avenue
Canandaigua, NY 14424-1521

Tops Markets
5150 North Street
Canandaigua, NY 14424-1091

Rite Aid
170 Eastern Boulevard
Canandaigua, NY 14424-2218

Walgreens
18 Eastern Boulevard
Canandaigua, NY 14424-2219

Rite Aid
539 N. Main Street
Canandaigua, NY 14424-1033

Woodforest
4238 Recreation Drive
(Inside Wal-Mart Supercenter)
Canandaigua, NY 14424-2235

7-Eleven
484 S. Main Street
Canandaigua, NY 14424

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!



RG&E

An AVANGRID Company

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Customer Letter (example)



We're Ready to Serve You

FullName
MAddr1
MAddr2
MAddr3

Dear FullName,

We're writing to let you know we're permanently closing our customer walk-in office located at 79 Clark St., Canandaigua, NY 14424. (Effective September 18, 2021)

Rest assured – we're ready to serve you without the need for you to come to this office.

For customers who prefer to pay their bill in person, we have many approved pay agents conveniently located near our Canandaigua office. You can make a payment WITHOUT A FEE at these pay agents. Please reference the pay agent list on reverse side or visit rge.com for current list.

Many of our customers are choosing to pay their bills using our Mobile App. You can also pay online or use AutoPay with payments automatically deducted from your bank account each month. In addition, you could pay by using our Automated Phone System or by mailing your payments.

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 Team

You can make a payment WITHOUT A FEE at approved pay agents

Pay agent locations near Canandaigua

Walmart Location

Wal-Mart Stores, Inc.
4238 Recreation Drive
Canandaigua, NY 14424

Western Union Locations

Dollar General
74 West Avenue
Canandaigua, NY, 14424-1521

Rite Aid
170 Eastern Boulevard
Canandaigua, NY 14424-2218

Rite Aid
539 N. Main Street
Canandaigua, NY 14424- 1033

7-Eleven
484 S. Main Street
Canandaigua, NY 14424


Tops Markets
5150 North St.
Canandaigua, NY 14424-1091

Walgreens
18 Eastern Boulevard
Canandaigua, NY 14424-2219

Woodforest
4238 Recreation Drive
(Inside Wal-Mart Supercenter)
Canandaigua, NY 14424-2235

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!

Customer Email (example)

 **RG&E**
An AWANGRID Company

[View in browser](#)

We're Ready to Serve You

We're writing to let you know we're closing the RG&E customer walk-in office located at 79 Clark Street, Canandaigua, NY, 14424, effective September 18, 2021.

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:

- By downloading our free [Mobile App](#)
- Online at [rge.com](#)
- By paying at our many [pay agent locations](#)
- Using our [self-service phone number](#) to make a phone payment
- By [mailing](#) a payment
- By using [AutoPay](#) to have payments automatically deducted from their bank account each month

Rest assured - we're ready to serve you without the need for you to come to this office.

Please visit us at [rge.com](#) to view 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

[RG&E Website](#) [My RG&E Account](#) [Contact RG&E](#)

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89 East Avenue, Rochester, NY 14649 [Unsubscribe](#)