

Fillmore 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](https://www.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](https://www.rge.com) for a 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](https://www.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](https://www.rge.com) or call **800.743.1701**.



An AVANGRID Company

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

Pay agent locations near Fillmore

Western Union Locations

Dollar General

7981 Route 19
Belfast, NY 14711-8702

Dollar General

5720 Route 19A
Castile, NY 14427-9718

Dollar General

46 S. Genesee Street
Fillmore, NY 14735-8700

Dollar General

8874 State Route 243
Rushford, NY 14777

7-Eleven

1 N. State Street
Nunda, NY 14517-9785

Shurfine Food Center

9045 State Route 408
Nunda, NY 14517-9728

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

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rge.com