Obtaining Utilities in Off-Campus Housing

To order these services you can contact a number of providers. The three most conventional are Frontier, Time Warner Cable and Verizon. The service representatives will ask you for the following information:

- Complete name, address & telephone number
- The kind of service you are requesting
- Previous address and telephone number
- Credit information that will be kept confidential

It is also important to research and ask questions about pricing. All the mentioned service providers offer bundle packages. Check these out and see which best fits your needs. You can log on to www.verizon.com, www.frontier.com or www.timewarnercable.com for more info.

Contact Information

Verizon Wireless
3005 Monroe Avenue
585-242-8866

Time Warner Cable
2620 W Henrietta Road
585-310-2987

How To Obtain Utilities

Contact the utility companies a few weeks prior to move in to ensure you have service. Many companies require a deposit or connection fee when you first start a service if it is a new, transferred or reconnected account. Remember to disconnect your utilities when you move out.

The following sections will help you in choosing the right utility providers just for you! The material is useful for Monroe County. Students living in surrounding counties should contact county offices for sources and information. These pamphlets are offered by the Center for Campus Life for the commuter and off campus student population at RIT. The mission of the commuter organization is to advocate on behalf of these students and their needs to the larger RIT community. These publications are part of a series aimed at educating and informing commuter students about resources available to them, as well as tips for living safely off campus. For further topical information and to retrieve other pamphlets please email commuters@rit or visit: TheLink@RIT.

Telephone, Cable Service and Internet

The service provider for water is the Monroe County Water Authority. Most landlord and management companies include water in the rent cost. If this is not the case contact the MCWA to make arrangements at 585-442-7200.

Gas and Electricity

To have your electric and/or gas service activated contact RG&E at 1-800-743-2100 or at www.rge.com. When you call to order, the RG&E service representative will ask for the following information:

- Your complete name, address & telephone number
- The kind of service you are requesting
- When you would like the service connected
- Social Security number, driver’s license number or credit card information

Trash and Recycling

The goal of the City of Rochester is to reduce waste by encouraging recycling. The more you recycle the lower the cost of the trash removal service. The property manager is required to provide you with the trash receptacle, however you may be responsible for the service.

If you live in an apartment complex, you should have access to both trash and recycling containers.

If instructions for trash and recycling removal are not followed, it may not get picked up. For more information visit the City of Rochester website at: www.cityofrochester.gov

TIP:

Fix leaky faucets and running toilets to save on your monthly water bills!

TIP:

Many apartment complexes in the Rochester area offer utilities included in their rent price. Be sure to seek these out and ask questions regarding utilities!