


Un mirada más de cerca a las páginas 1 y 2 de su factura >>

- A** Su **número de cuenta**; **fecha** que la factura fue producida; y la cantidad adeudada.
- B** Un **resumen de la cuenta** – que muestra su factura anterior y la actividad de pago - sus cargos actuales y la fecha de vencimiento de la factura.
- C** El resumen de su **Facturación Presupuestada** muestra el final de su plan mensual, los pagos mensuales actuales, los cargos actuales desde que usted comenzó el año de presupuesto, las cantidades del presupuesto facturadas hasta ahora y la diferencia entre sus cargos actuales y la cantidad facturada del presupuesto. Visite **rge.com** para aprender más.
- D** Su **número de cuenta**, **fecha de vencimiento** de la factura y **la cantidad adeudada**.
- E** Si usted está registrado en la transferencia **electrónica de fondos** (EFT), se indicará AUTOPAY aquí. Con el EFT, RG&E automáticamente deducirá su pago de su cuenta de cheques 23 días después que hayamos enviado su factura. Visite **rge.com** para aprender más. Si usted no está registrado en EFT, escriba aquí la cantidad que está pagando.
- F** **Mensajes de factura** especiales con información específica para su servicio, uso de energía y consejos de seguridad de RG&E.
- G** Cómo **comunicarse con nosotros** e información sobre dónde enviar correspondencia o su pago.
- H** Usted puede notificarnos de un **cambio en su información sobre dirección y contacto** y para registrarse en el EFT completando este formulario localizado al dorso de su talonario de pago. También se puede registrar en el EFT en línea en **rge.com**.



JOHN DOE

Account Number: 0000-0000-000

Statement Date: February 26, 2010

Amount Due: **\$84.00**

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Service Address: 123 MAIN STREET, ANYTOWN, NY 12345
Next Scheduled Read Date: On or about April 27, 2010

B Account Summary

Previous invoice	\$84.00
Payments received as of 02/25/10	-84.00
Balance forward	0.00
Budget billing amount	84.00
Total	\$84.00

This amount will be deducted from your bank account on 03/21/10.

To avoid a 1.5% late payment charge, please make payment by the "Last Day to Pay" date displayed below.

C Budget Billing Summary **Plan End Date: 09/2010**


Current Month	Actual Charges since 10/01/09	Budgets Billed since 10/01/09	Budget Balance (after payment)
84.00	489.13	420.00	69.13

Add \$1, \$2 or \$5 to your payment and make a tax-deductible donation to Red Cross / RG&E Heating Fund.

Need to make a payment fast? Make an electronic payment anytime using our e-Payment service at rge.com or by calling 1.800.295.7323. There is no charge for this service.

Save time and money by enrolling in electronic funds transfer – simply complete the form on the back of the payment stub below and, once enrolled, we'll deduct the amount due from your checking account 23 days after mailing your bill.

Go completely paper free and enroll in our free e-Bill service at rge.com.



Invoice Number: 00000000000

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Messages

Look Up ... Look Out! When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."

G Contact Information

Service or billing questions: **1.800.743.2110**, 7 a.m. to 7 p.m. (M-F)
 Payment arrangements: **1.877.266.3492**, 7 a.m. to 7 p.m. (M-F)
 Self service line: **1.800.295.7323**, 24 hours a day
 Power interruptions or emergencies: **1.800.743.1701**, 24 hours a day
 Natural gas emergencies or if you smell gas: **1.800.743.1702**, 24 hours a day
 Hearing/speech impaired (TTY): **1.800.962.3293**

Electronically: Use our "Write to RG&E" form at rge.com

By mail:
 RG&E Customer Service
 89 East Avenue
 Rochester, NY 14649-0001

Payment address:
 RG&E
 P.O. Box 5300
 Ithaca, NY 14852-5300

H Mailing Address Changes

Please mark with an "X" for address and telephone changes.

Street: _____ Apt: _____
 City: _____
 State: _____ ZIP: _____
 Home Phone: _____

Electronic Funds Transfer (EFT)

To sign up for EFT, where we deduct your bill amount from your checking account 23 days after we mail your bill, please mark with an "X" and provide the following:

Name: _____ (as it appears on bank statement)
 9-Digit Routing Number: _____
 Bank Account Number: _____
 Name of Bank: _____
 Signature: _____ Date: _____

Account Number	00000000000
Last Day to Pay	03/21/10
Amount Due	\$84.00
Amount Paid	
E AUTOPAY	

Please do not write below this line.

Esta factura es con el propósito de ilustración solamente.

Un mirada más de cerca a la página 3 de su factura >>

I Los símbolos para el servicio de electricidad y gas natural aparecen aquí para que usted pueda encontrarlos rápidamente y revisar los cargos en cada sección. Además, usted verá la tarifa y la selección de suministro - esta factura es para un cliente residencial registrado en el Servicio de Suministro de RG&E (comprando suministro de electricidad de RG&E a un precio variable según el mercado) y Servicio de Suministro de RG&E (comprando suministro de gas natural de RG&E a un según el mercado). Para aprender más acerca de la selección de suministro visite rge.com.

J Aquí usted encontrará el período de tiempo por el que usted ha sido facturado y su **ID del Punto de Entrega (PoD ID)** - un número esencial para darle a los suplidores de energía que no son RG&E (también conocidos como compañías de servicios de energía o ESCOs) si usted escoge hacer negocios con ellos.

K Su **tabla de lectura del contador** muestra si sus lecturas actuales y anteriores de su contador fue real, estimada, lecturas del cliente o si una lectura no estuvo disponible (Actual, Estimada, Cliente o No hay lectura).

L Según lo requiere la ley del estado, las utilidades tienen que coleccionar una **evaluación del estado especial** de todos los clientes para el fondo general del estado. **El cargo SBC/RPS** es el cargo Estándar del Portafolio Renovable y Beneficios del Sistema. El SBC/RPS es usado para financiar los programas de eficiencia de energía, la ayuda para clientes de bajos ingresos y la investigación sobre energía. Esto también incluye el **Estándar de Portafolio de Eficiencia de Energía**, el cual financia los descuentos que motivan a la gente a comprar y a instalar electrodomésticos de energía eficiente.

M Usted puede comprar su **suministro de energía/gas natural** de RG&E a un precio variable o de un ESCO. Los precios por **suministro de gas natural** de RG&E toman efecto el primero de cada mes, así que si su período de facturación abarca dos meses, usted verá dos precios por suministro anotados. Su cargo por suministro de energía (por kilovatios-hora o términos) es la cantidad que usted necesita para comparar con las ofertas que usted pueda recibir. RG&E no recibe ganancias de los cargos por suministro, y con cualquier selección que usted haga, RG&E continuará entregando su energía de manera segura y confiable.

N Los impuestos por electricidad son anotados por separado.

O Los clientes que compran su suministro de electricidad y/o gas natural de RG&E pagan un **cargo de función de comerciante**.

JOHN DOE
Account Number: 0000-0000-000
Statement Date: February 26, 2010

RG&E

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345
RG&E DETAILED ACCOUNT ACTIVITY

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Electricity Service - PSC19 SC1 - Residential
Electricity Rate - RGE Supply Service

Service from: 01/28/10 - 02/25/10
PoD ID: R000000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	02/25/10	28188 A	01/28/10	27905 E	283	283 kwh	29 days

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

Electricity Delivery Charges

Customer charge							19.38
Bill issuance charge							0.62
Delivery charge	283 kwh	@	0.0227				6.42
Transition charge - Jan	39 kwh	@	-0.0013				-0.01
Transition charge - Feb	244 kwh	@	-0.00513				-1.25
Retail access surcharge	283 kwh	@	0.00217				0.61
NY state assessment	283 kwh	@	0.0023				0.65
SBC/RPS charge - Jan	39 kwh	@	0.003286				0.13
SBC/RPS charge - Feb	244 kwh	@	0.003337				0.81
Subtotal Electricity Delivery							\$27.36

Electricity Supply Charges

Variable supply charge	283 kwh	@	0.06137139				17.37
Subtotal Electricity Supply							\$17.37

Electricity Taxes and Surcharges

Taxes on delivery charges		@	2.0408%				0.56
Subtotal Electricity Taxes and Surcharges							\$0.56

Total Electricity Cost \$45.29

Gas Service - PSC16 SC1 - Residential
Gas Rate - RG&E Supply

Service from: 01/28/10 - 02/25/10
PoD ID: R000000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	02/25/10	1173 A	01/28/10	1128 E	45	45 ccf	29 days

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

Natural Gas Delivery Charges

Natural gas used (ccf)	45						
Energy content factor		x	1.019400				
Natural gas used (therm)	45.9						
Customer charge							14.38
Bill issuance charge							0.62
Included in customer charge	3.0 therm	@	0.00				0.00
Delivery charge for next	42.9 therm	@	0.17417				7.47
Weather adjustment	-1.8 therm	@	0.17222222				-0.31
NY state assessment	45.9 therm	@	0.02749				1.26
SBC charge	45.9 therm	@	0.00301				0.14
Subtotal Natural Gas Delivery							\$23.56


Natural Gas Supply Charges

Supply charge - January	7.1 therm	@	0.778379				5.53
Supply charge - February	38.8 therm	@	0.74892				29.06
Merchant funct chg - January	7.1 therm	@	0.030854				0.22
Merchant funct chg - February	38.8 therm	@	0.029827				1.16
Subtotal Natural Gas Supply							\$35.97

Esta factura es con el propósito de ilustración solamente.

Un mirada más de cerca a las páginas 4 y 5 de su factura >>

- P** Los **impuestos por gas natural** son anotados por separado.
- Q** La **información de su tabla de uso** le permite comparar su uso real de energía de los últimos 12 meses, junto con la temperatura promedio y el uso diario de energía durante el período de facturación actual al período comparable del año pasado. En la parte superior de cada barra está una letra indicando el tipo de lectura del contador.
- R** **Términos y definiciones.** Las descripciones de los términos que se encuentran en su factura las pueden encontrar aquí, además de la **información de pago.**



JOHN DOE
Account Number: 0000-0000-000
Statement Date: February 26, 2010

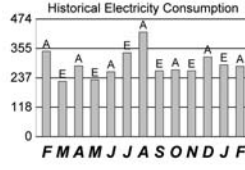
Service Address: 123 MAIN STREET, ANYTOWN, NY 12345 Page 4 of 5

Natural Gas Taxes and Surcharges

Taxes on delivery charges	@ 2.0408%	0.48
Subtotal Natural Gas Taxes and Surcharges		\$0.48
Total Natural Gas Cost		\$60.01
Total Energy Charges		\$105.30

Usage Chart Information

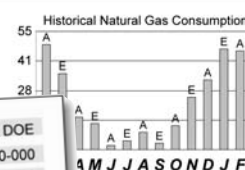
Historical Electricity Consumption



Electricity Daily Average Comparisons


Billing Period	Average Daily Use	Average Daily Temp
Feb-10	10 kwh	23° F
Feb-09	12 kwh	28° F

Historical Natural Gas Consumption



Natural Gas Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Feb-10	2 therm	23° F
Feb-09	2 therm	28° F



JOHN DOE
Account Number: 0000-0000-000
Statement Date: February 26, 2010

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345 Page 5 of 5

Terms and Definitions

Delivery charge: what you pay for the energy to your home or business.

Supply charge: what you pay for the energy purchased for you by RG&E or a supplier other than RG&E.

Bill issuance charge: an itemized portion of the bundled basic service charge, the cost to produce and send you a bill and process your payment. Customers who use an energy supplier (also known as an energy services company or ESCO) other than RG&E will not be assessed this charge if their ESCO's supply charges appear on their RG&E bill. Bill issuance charges appear in the electricity and/or natural gas sections of the bill.

Competitive meter charge, Competitive meter service charge, and Competitive meter data service: apply to customers billed under Service Class 3, 7, 8 or 9 whose metering services are provided by RG&E. These meter services charges, previously included in the customer charge, are now broken out in the electricity section of the bill. Customers with a demand of 50 kilowatts or more for two consecutive months who use a meter service provider and a meter data service provider other than RG&E are not assessed these charges.

Customer charge: includes a portion of the cost of the meter, meter reading (unless you are a customer billed under Service Class 3, 7, 8 or 9 with a demand of 50 kilowatts or more for two consecutive months whose metering services are not provided by RG&E) and part of the cost of delivery service. Appears on your bill whether or not you use any electricity and/or natural gas during the billing period.

Kilowatt-hours (kwh): measure of electricity use.

Hydroelectric power savings: estimated savings from the hydroelectric power RG&E receives from the New York Power Authority.

ccf (hundreds of cubic feet): measure of volume of natural gas used. You are charged based on therms, the energy (heat) content of natural gas.

Merchant function charge: reflects the administrative costs of obtaining natural gas supply. Customers with a supplier other than RG&E are not charged for this service.

New York State Assessment: As required by state law, effective July 1, 2009, utilities must collect a special state assessment from all customers for the state's general fund. Utilities are required to collect this assessment through March 2014.

Retail access surcharge: collects from all customers the amount of retail access credits given to those customers who choose to receive their electricity supply from an energy services company (ESCO).

Renewable Portfolio Standard (RPS) charge: a state-mandated charge that funds renewable energy projects to achieve targets established by the Public Service Commission.

System Benefits Charge (SBC): a state-mandated charge for all electricity and natural gas customers. The electricity SBC is used to fund energy efficiency targets, programs to meet state energy use reduction targets, provide assistance for low-income customers and conduct energy research. The natural gas SBC is used to fund initiatives focused on reducing natural gas use in the state as part of the Energy Efficiency Portfolio Standard. These charges were required by the Public Service Commission.

Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a credit; if temperatures are warmer than normal, customers receive a charge.

Meter Mult (Meter Multiplier): when the actual amount of energy you use is more than can be registered on the meter, the meter displays a fraction of your actual use. A multiplier is then applied to determine your actual energy use. When a multiplier is used, it will be shown in the "Meter Mult" box under the "RG&E Detailed Account Activity" section of your bill.

Transition charge: reflects the costs of making the electricity industry more competitive; includes associated credits and/or charges.

Prorated bills: calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than usual.

Pay your bill by mail, at rge.com or at any of RG&E's authorized pay agents. If you pay in person, please bring your entire bill.

Payment is due when you receive your bill. Your payment must be postmarked by the "Last Day to Pay" date shown on page 1. If paying in person, payment must be made by the "Last Day to Pay" date. Payments received after the "Last Day to Pay" date will be subject to a 1.5% late payment charge per month.

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