



Spring Has Sprung, But Don't Forget Safety

Spring is here. Time to get outside to get some fresh air either by working around the house or playing outdoors. When you do RG&E urges you to be cautious around electricity.

Don't Mix Ladders, Wires — When you're on a ladder, especially an aluminum one, be aware of electric lines. Electricity travels easily through metals. A contact with a ladder, an electric line, and you could mean serious injury and, possibly, death.

Keep Utility Poles Clean — For the safety of RG&E crews, do not attach notices or other materials to utility poles.

Don't Follow that Ball — Often recreational items such as balls, flying disks, and kites become mixed up with RG&E electric poles, towers, substations, wires, or transformers. For your protection, avoid these energized areas. If a kite, ball, or flying disk should land near electric facilities, or should a pet wander into a substation or climb a utility pole where there is danger of electrocution, call RG&E.

Stay Off, Out of Transformers — Many housing developments have underground service in which case there may be padmount transformers. They are locked for your protection. If you find one unlocked or damaged, call RG&E. Do not open them or play near them. Please keep children away from and off transformers, substations, and electric towers. Also don't plant trees or shrubs around padmount transformers.

Careful Around Trees — Even something as carefree as climbing a tree can be dangerous. A person touching an electric line while climbing a tree can be seriously injured or killed.

Got a Broken Streetlight? Call RG&E

Streetlights are there for your safety, whether you are driving your car or walking down the street. Proper lighting at night enhances safety along roads and discourages crime.

Streetlights occasionally fail because of age, vehicle accidents, or vandalism. RG&E is asking for your help in maintaining area streetlights. Should you find a streetlight that is not functioning, you can call RG&E's automated and dedicated streetlighting telephone number at **(585) 771-6780** or **1-888-668-0668** (toll free).

Keeping our streetlights on is part of our service guarantee program. We will re-lamp, repair, or initiate further repairs within 24 hours of being notified that an RG&E streetlight has gone out of service. If streetlights are maintained by municipalities, we will notify the proper authorities.

Before Digging, call Dig Safely New York

1-800-962-7962 for a stake out.

Or visit www.digsafelynewyork.com.

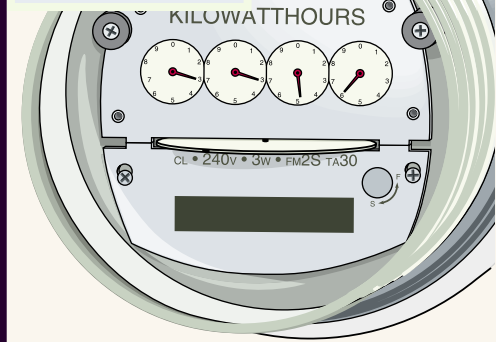



An Energy East Company

HIGHLIGHTS

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Meters Record Energy Use; Reading Them Correctly is Important

Meters record the amount of energy you use. That's why the precise reading of your gas and electric meters is so important.

Electricity is measured in kilowatt-hours (kWh). A kWh equals 1,000-watt hours of electricity, which is equal to the energy needed to operate a 100-watt light bulb for 10 hours.

For natural gas, the meter measures cubic feet (CCF). For billing, CCF is converted into therms. One therm equals 100,000 British Thermal Units (Btu). One therm heats approximately 120 gallons of tap water from 32 degrees F to 132 degrees F.

Reading your meter is easy. Turn inside for more information on how to provide accurate meter reads.

A L W A Y S A T Y O U R S E R V I C E



Today you have many options on how you can provide your meter readings to RG&E:



- **Use Your Telephone** — You can read your own meter and report to RG&E’s automated customer access telephone number **(585) 724-8181** or **1-800-295-READ (7323)**. You can either describe the location of the pointers on the dials or give us a straight numerical reading if you’re familiar with how to read the meter. You can also order a free **Meter Reading Kit**. The kit contains instructions on how to read your meter, a meter-reading schedule, and handy reminder stickers for your calendar.
- **Use the Internet** — Contact RG&E at **www.rge.com**. At the RG&E Home Page click on meter reading and you will be taken directly to the meter reading screen. You will be instructed to type your name, address, telephone number, account number, and meter number. An illustration of the electric and gas meters will help you accurately describe the location of the pointers on the dials. There is also a space for your remarks and concerns.
- **Mail** — You may request Meter Reading Post Cards on which to show your reads. RG&E will provide you with dates to read your meters and when to return the card.

- **Window Read Card** – These cards allow you to read your meter by setting dials on the card to duplicate your meter. On your scheduled read date, you place this card in a window of your home where a meter reader can see and record it.
- **RG&E Meter Readers** — For convenience and precise accuracy, RG&E has representatives to read your meters. Our meter readers are all uniformed and carry proper RG&E identification. For verification, call RG&E at **(585) 724-8181** or **1-800-295-READ**.

If you will be away from home for a period of one to six months, you can request the “Do Not Read or Bill” option. We won’t bill you until you return.

When you move it’s important to obtain meter reading(s) to finalize your current service and begin your new service. RG&E offers convenient methods to obtain the reading(s), one of which extends to you the option of reading the meter(s) yourself. You will not need to wait for a service person to arrive and take the readings.

Helpful Meter Reading Tips

RG&E’s procedure is to obtain an actual reading or customer reading one month, and to estimate energy consumption for the next month. If your meter(s) is located inside, RG&E would like to have access to it to obtain the read(s). We read your meter(s) so that we can send you an accurate bill based on the amount of gas and/or electricity you use. If we are unable to obtain a company reading or use a customer reading for four (4) consecutive months, we will put a message on the front of the bill. The message will ask you to read your own meter(s) or make a special appointment for us to do it. Please keep the following suggestions in mind:

- Try to be home on the scheduled read date. You may want to call Customer Service one day before the read date to be sure it has not changed.
- Arrange for us to read your meter(s) during or after normal business hours.
- Please keep pets in a restricted area on the date of your scheduled meter read.
- If you do not control access to your meter(s), please help us by letting us know who can allow us access. Or you can provide us with house keys. The keys are coded for safety.
- RG&E employees and contractors carry photo identification badges. Always ask to see this before letting anybody into your home. You can also call RG&E to confirm if that person is representing RG&E.

