

If you purchase your electricity or natural gas from an energy services company (ESCO) other than RG&E, you are now being billed by RG&E for your energy **delivery**. This RG&E bill may or may not include your ESCO's **supply** charges.

One Bill or Two?

Here's how this new billing program works:

- **One Bill** — If you see the words “consolidated summary” on page one of your bill, and your ESCO charges appear, you’ve received one bill from RG&E consolidating your **supply** and **delivery** charges.
- **Two Bills** — If you see only the word “summary,” and your ESCO charges do not appear, you will receive two bills – one from your ESCO for the **supply**; a second bill from RG&E for the **delivery** of that energy.

Please review your RG&E bill each month to determine if your ESCO energy **supply** charges are included. Your ESCO may opt to bill you separately for the **supply** charge anytime. So it's always good practice to check your bill each month.

If you have any questions whether you will receive one consolidated bill or two separate bills, call your ESCO.

Delivery vs. Supply

- **Delivery** – Energy **delivery** charges represent the cost to bring electricity or natural gas to you over RG&E's wires and pipes. RG&E is an energy **delivery** company.
- **Supply** – Energy **supply** charges represent the cost of the actual energy you use.

RG&E Payment Options

As an RG&E billing customer, RG&E offers you a variety of payment services, such as:

- **Budget Billing:** where you can spread your annual energy costs evenly over 12 months.
- **Automatic Bill Payment:** where your payment is automatically deducted from your bank account via electronic funds transfer.
- **Electronic Bill Presentment & Payment:** where you can view and pay your bill online via your computer.

Stand Up for Your Rights!

If you suspect you have been denied or dissuaded from a housing opportunity because of your race, national origin, gender, religion, disability or family status, you may have been discriminated against. Don't wait. Call the Fair Housing Enforcement Project for free legal assistance. Everyone should have the opportunity to live anywhere they can afford and receive accurate and complete information about the availability of housing.



(585) 325-2500

(866) 671-FAIR

We Investigate, Evaluate, Litigate.



RG&E donates this space to the Ad Council as a public service.



89 East Avenue, Rochester, NY 14649-0001
Equal Opportunity Employer
Natural Gas Odor and Emergency 1-800-743-1702
Electric Interruption and Emergency ... 1-800-743-1701
Customer Service 1-800-743-2110
Hearing and Speech-Impaired (TTY) ... 1-800-962-3233
rge.com



HIGHLIGHTS

New RG&E toll-free numbers.

Same great RG&E service.

RG&E is always at your service. And that service just got better with new toll-free telephone numbers.

By using our new toll-free numbers, we've made it even more convenient for you to contact us. No matter where you are, our service is just a free phone call away!

See inside for a clip 'n save listing of our new toll-free numbers

New RG&E toll-free numbers.

Same great RG&E service.

Use our new toll-free numbers to inquire about your account, get answers to your energy questions, or obtain help quickly in natural gas or electric emergencies.

▶ **NOTE:** These numbers are replacing some of the telephone numbers that you may have used in the past.



cut 'n paste in your telephone book

RG&E TELEPHONE NUMBERS

- ▶ **Natural Gas Odor and Emergency**
1.800.743.1702 **New!**
- ▶ **Electric Interruption and Emergency**
1.800.743.1701 **New!**
- ▶ **Customer Service**
1.800.743.2110 **New!**
- ▶ **Business Customer Service**
1.888.755.8900
- ▶ **Automated Account Information**
1.800.295.7323
- ▶ **Payment Arrangements**
1.877.266.3492
- ▶ **Hearing and Speech-Impaired (TTY)**
1.800.962.3293

These toll-free numbers have been or will soon be published in your local telephone directories. Our current telephone numbers will still connect you to RG&E through the end of 2004.

The benefits of toll-free service include:

- The convenience of toll-free calling regardless of your location.
- Faster routing of calls to specially-trained representatives.
- Higher priority handling of emergency calls.

RG&E Call Center

Our Call Center hours are Monday – Friday, 8 a.m. to 8:30 p.m.

Emergency Calls

We're available for emergency calls 24 hours a day. Or call 911.

For natural gas emergency calls, always leave your home or building and, then, call from a neighbor's home.

On the Internet

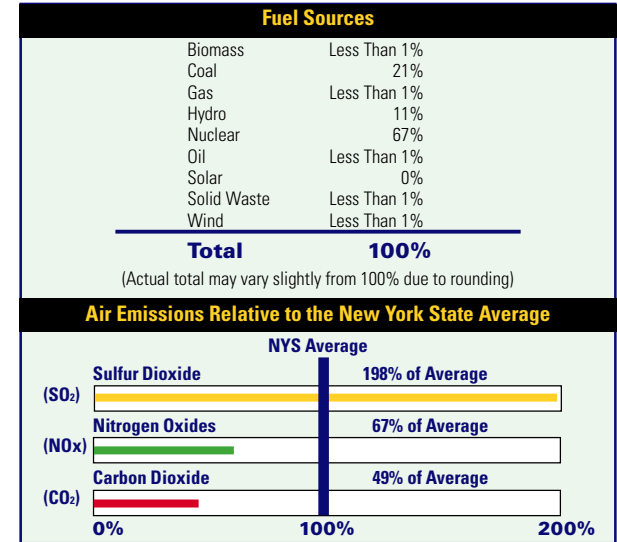
Visit us online at rge.com.

Environmental Disclosure Label

New York State Department of Public Service
3 Empire State Plaza

Albany, New York 12223-1350

Fuel Sources and Air Emissions to Generate Your Electricity
Period Shown: April 2002 – March 2003



Note: Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide contributes to global climate change. Depending on fuel source, size, and location, the generation of electricity may also result in other public health, environmental and socio-economic impacts not disclosed above.

All electricity suppliers are required to provide their customers with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply they purchase for you.

If you receive your electricity supply from RG&E, your environmental disclosure information is provided here. If you receive your electricity supply from a supplier other than RG&E and your supplier's charges are included in your RG&E bill, your supplier's environmental disclosure was included with your last bill.

If you buy electricity from a supplier other than RG&E, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.

For more information on environmental disclosure, contact the New York Public Service Commission at 1-888-ASK-PSC1 (1-888-275-7721) or visit dps.state.ny.us.