



Rest assured that we don't anticipate any problems obtaining and delivering the natural gas you need this winter.

What's Happening with Natural Gas Prices?

RG&E's natural gas **delivery prices** have remained essentially flat since 1994. By contrast, market-based natural gas **supply** prices – what you pay for the natural gas you use – are higher than in recent years.

These market-based prices are determined by supply and demand, and RG&E makes no money on the **supply** portion of your natural gas bill.

Weather also has a major affect on your natural gas bills. The colder it is, the more natural gas you're likely to use. And, the more you use, the more you can expect to pay, just as with any product.

This may be a good time to consider signing up for RG&E's Budget Billing program, which lets you spread your annual RG&E energy costs evenly over 12 months.



For more information, visit www.rge.com or call us at 1-888-253-8888.

Help A Child Escape the Shadow of Violence



Violence doesn't have to be directed at children to harm them. Just seeing violent acts in their home or neighborhood can be very frightening and confusing. Children who see violence can have emotional or social problems that last for years.

Fortunately, there are ways you can help. If you know a child exposed to violence, please call today for more information.

275-5151
Rochester Safe Start



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

Speak Up for a Child



If your heart has been broken too many times by the tragic stories of abused and neglected children, it may be time to take a positive step and make a real difference in a child's life. Volunteer as a CASA (Court Appointed Special Advocate) and give a child a chance at a future. To find out how to become a volunteer and help ensure that every child in Monroe County has a chance for a positive future, call 428-5297.

RG&E donates this space as a public service.

Smell Gas? Get Up. Get Out and Call from a Neighbor's Home (24 hours a day) 546-1100.
Toll free 1-888-253-8888. Or 9 1 1.

Contents

- Emergency Generators ...Page 2
- What's Happening with Natural Gas Prices ...Page 5

Important Safety Reminders About Emergency Generators

Emergency generators have become a popular way to supply stand-by electricity. When properly sized, installed and operated, stand-by generators (also known as emergency or back-up generators), can safely power electrical equipment during power interruptions. However, you must follow proper procedures, or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into RG&E's lines, placing RG&E's people who are working to restore service in danger.



HIGHLIGHTS

If you own or intend to purchase a stand-by generator for your home or business, please keep the following safety information in mind.

► Some Generator Safety Reminders

- Read, understand and follow the manufacturer's instructions for your unit.
- To prevent carbon monoxide poisoning, always operate your generator **outdoors**, well away from any open windows. Do not operate units in attached garages.
- To prevent electrical shock, be sure your unit is **properly grounded**.
- After a power interruption – and before starting your generator – turn off your main circuit breaker or pull your main fuse block.
- **NEVER** connect a generator to an existing wiring system **without using a double pole-double throw (DPDT) transfer switch**.
- **Do not overload** your generator by operating too many appliances at once.
- Make sure all electrical connections comply with the National Electric Code.

► Important Note:

If not properly connected and grounded, your generator may feed electricity back into RG&E's power lines. You may be liable for damage or injury to your neighbors and to RG&E workers and equipment that may result from an improperly installed or operated emergency generator.

Types of Stand-by Generators



Typical portable generator

While generators come in a variety of sizes, they generally fall into two categories: portable and stationary units. **Portable** generators are typically smaller, stand-alone units that are not connected to any existing wiring system. Extension cords connect the generator to selected electrical equipment or appliances. **Stationary**, or **integrated** generators are typically much larger. They are built in units connected directly to the wiring system of a home or business.

According to the National Electric Code, all integrated units must use a double-pole, double throw (DPDT) transfer switch to safely isolate the generator from RG&E power lines.

A Special Note About Natural Gas-fired Generators

Many generators that are fueled by natural gas require a delivery pressure that's greater than RG&E's standard pressure. If the generator is not supplied with the manufacturer's suggested delivery pressure, the generator may not run. *Before purchasing a natural gas-fired generator, you should contact RG&E* to ensure that an elevated delivery pressure is available to your home or business.* This is **NOT** available in all areas.

If an elevated delivery pressure is available, changes to your natural gas service may be required so that your generator operates properly. If so, additional RG&E charges will apply. Also, you will need to purchase and install a pressure-reducing device for your other natural gas appliances.



Typical stationary natural gas-fired generator

*RG&E requires that all natural gas-fired generators be inspected by a certified electrical inspection agency or local building code enforcement inspector.