

RG&E Proposes Plans for Gas and Electric Rates

On May 16, 2003, Rochester Gas and Electric Corporation (RG&E) filed with the New York State Public Service Commission (NYSPSC) testimony, exhibits, and proposed rate and rate design changes to its schedules for service.

The changes contained in that filing would increase revenues by \$105.048 million (16.2 percent) from RG&E's electric operations and by \$25.264 million (7.6 percent) from the Company's gas operations, to become effective on May 1, 2004. The NYSPSC may approve, modify, or reject any or all of the proposed tariff changes. Among other things, the NYSPSC's determination may require revisions of the proposed amount of the increases applicable to particular classifications of service, or changes in rates applicable to those classifications for which no increase is proposed by the Company.

The full details of the filing may be seen and examined at the Company's office located in Rochester, or at the office of the NYSPSC. The full details are also posted on RG&E's website www.rge.com.

You Can Choose Your Energy Supplier.

For information, call RG&E at 546-2700 or toll free at 1-888-253-8888.

Or visit www.rge.com. Click on "Energy Choice."

You Can Help Prevent Terrorism, Too

Law enforcement is working hard to prevent terrorism in America. There are some things you can do, too.

Know the routines. Be alert as you go about your daily business. This will help you to learn the normal routines of your neighborhood, community, and workplace. Understanding these routines will help you spot anything out of place.

Be aware of what is going on. Be on the lookout for suspicious activities. Learn to spot suspicious packages abandoned in crowded places such as office buildings, airports, schools, or malls.

Take what you hear seriously. If you hear or know of someone who has bragged about plans to harm citizens in violent attacks or who claims memberships in a terrorist organization, report it to law enforcement immediately.

To report suspicious activities, call the New York State Terrorism Tips Hotline, 24 hours a day at: 1-866-SAFE-NYS or 1-866-723-3697.

RG&E donates this space as a public service.



Always at Your Service

Rochester Gas and Electric Corporation
89 East Avenue, Rochester, N.Y. 14649-0001

Equal Opportunity Employer

(585) 546-2700 • 1-888-253-8888

TTY/TDD (585) 325-3939 • 1-800-962-3293 • Emergency: (585) 546-1100

<http://www.rge.com>



An Energy East Company

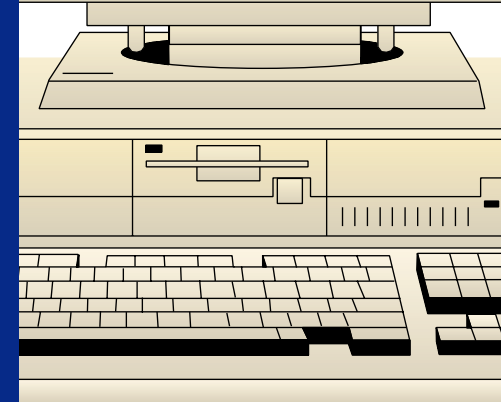
Contents:

- RG&E Offers Online Services
page 4
- Help Prevent Terrorism
page 6

RG&E's E-Billing for Residential Customers

It's convenient. It's easy.

With the click of a button you can select three e-billing options. View your RG&E bill, view and pay your bill, or view and pay your bill automatically every month. See inside for more online options.



HIGHLIGHTS

RG&E E-Billing is Convenient, Easy, and Secure

RG&E's online billing program provides e-billing service directly from our website at www.rge.com. Then click Pay Online. Feel secure, too. Only RG&E billing can be paid at this secure site.

Online Features

View Only — Perfect option for customers who wish to receive an e-bill yet want to continue to pay in the traditional methods. Also, additional convenience for customers using the direct debit program -- no paper bill and no checks to write.

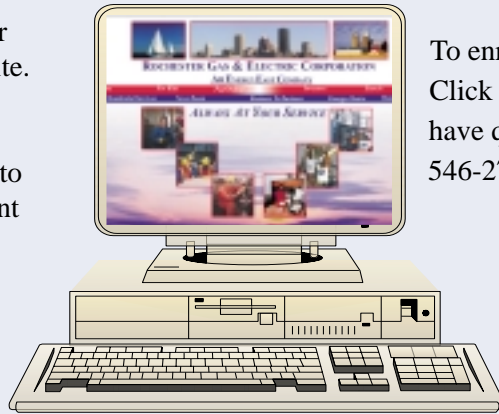
View and Pay — This allows customers to receive and pay their RG&E bill at the RG&E online site.

Auto Pay — This is the most convenient. Auto Pay allows you to pre-schedule an entire bill payment on a one-time, or extended basis. You can also establish a payment

criteria profile limiting the amount taken directly from a specific account.

Online Advantages

- No paper bill.
- The residential bill insert *Highlights* is also available online.
- A rolling 24-month history
- Online customer service available at Customer_service@rge.com.



To enroll, go to www.rge.com. Click on the link for Pay Online. If you have questions, you can call RG&E at 546-2700 or 1-888-253-8888 (toll free).

**To Report That Your Lights Are Out or You Have Lost Power
(24 hours a day)... 1-877-749-4567.**

Do More of Your RG&E Business Online

RG&E has a variety of online services and information to make it more comfortable and convenient for customers to do e-business with us.

Meter Reading

- Submit read 24 hours a day seven days a week.
- Obtain meter-reading dates.
- Obtain instructions on how to read meters.
- Use the interactive meter read dials.

Online Account Information

- Basic account information such as current balance, due date, Budget Billing balance, and last payment amount is available.

Customer Service

- Customers wishing to submit questions about their online account or the company can send them directly to customer_service@rge.com

Visit RG&E at www.rge.com and see for yourself.