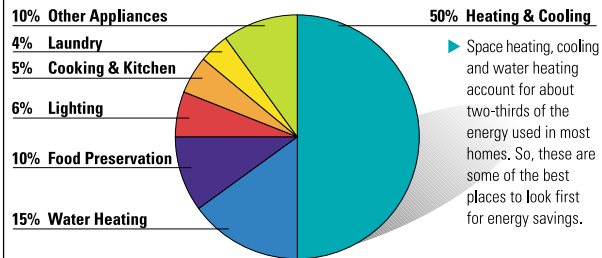


## Helpful tips on reducing your energy costs.

- ✔ Clean or replace furnace filters when they are dirty or once a month.
- ✔ Be sure heating supply and return registers are cleaned and not blocked by furniture or drapes.
- ✔ Set your thermostat to 65° in the daytime and 60° at night. (This may not be advisable if you have infants, elderly, frail or ill people at home.)
- ✔ Consider installing automatic setback thermostats.
- ✔ Follow manufacturer's instructions to lower your water heater setting to 120°.
- ✔ Open blinds and drapes on south-facing windows during the day to let in heat from the sun. Close them at night and on cloudy days.
- ✔ Place small rugs at the bottom of drafty doors to keep cold air out.
- ✔ Install flow restrictors in showers and on faucets to reduce water use.
- ✔ Repair all leaky faucets.
- ✔ Take showers rather than baths. They typically use much less hot water.
- ✔ Run the dishwasher only when full. Let dishes air dry.
- ✔ Wash clothes in hot water only when necessary. Use cold water for rinsing.
- ✔ Operate washers and dryers with full loads.
- ✔ If you have an older water heater, wrap the sides with a specially-made insulation jacket.
- ✔ Use your kitchen and bath exhaust fans sparingly.
- ✔ Close heat registers in unused rooms, but be sure to protect any pipes from freezing.
- ✔ Use three-way bulbs where possible and choose only the amount of light you need.
- ✔ Clean your refrigerator condenser coils frequently to ensure peak efficiency.

► For more energy-saving ideas, visit [rge.com](http://rge.com).

### ENERGY USE IN THE TYPICAL HOUSEHOLD



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## You can manage your energy costs.

### Read Your Own Meters

RG&E reads the meter every other month. On the months when we don't read the meter, we send you an estimated bill based on past energy use. Estimated bills may be lower or higher than actual use. Any difference is made up when we next obtain an actual reading. If you prefer having all of your bills based on actual readings, you can order RG&E's *Meter Reading Kit*. The kit gives you many options for providing the readings to us.

### Budget Billing Helps

Budget Billing can help take seasonal "spikes" out of your bill by spreading your annual cost over 12 monthly payments. Budget Billing includes the cost to deliver energy and services to your home, plus the cost of the actual natural gas and/or electric commodity, and taxes. Meter readings are still required with Budget Billing. It is important to you and RG&E that your meters are read on the scheduled months so we can monitor your actual usage.

### Need Heating Help?

People who are not eligible for government assistance programs (like the Home Energy Assistance Program) may qualify for a one-time heating grant from the Red Cross/RG&E Heating Fund. For more information, contact your local chapter of the American Red Cross, which administers the program. Customers, shareholders, and employees support the Red Cross/RG&E Heating Fund.

► For more information on these programs, visit [rge.com](http://rge.com). Or call 1.888.253.8888.

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### Do you qualify for C.A.S.H.?

If you're eligible for an Earned Income Tax Credit\*, we might be able to help you find \$2,000, the average amount of money recovered by C.A.S.H. clients on their tax returns.

You can file your tax return for FREE at various sites around the city. Call the C.A.S.H. hotline at 242-6485 to learn more, or visit us online at [www.uwrochester.org](http://www.uwrochester.org).

\*Eligibility is based on income level and family size.



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

### Scouting for Food and Clothing



Boy Scouts of the Otetiana Council and Girl Scouts of Genesee Valley are participating in the annual Scouting for Food and Clothing Campaign.

The scouts are partnering with the Association for the Blind and Visually Impaired, ABVI-Goodwill. The food goes to local food cupboards while the clothing goes to ABVI-Goodwill.

Scouts will drop off plastic bags on Saturday, March 20. They'll return on Saturday, March 27, to pick up non-perishable foods (no glass, please) and gently used clothing left by an outside door in the plastic bags. Scouts do not need to come into your home.

(RG&E donates this space as a public service)

**RG&E**  
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  
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<http://www.rge.com>

RG&E 2/04-0142

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An Energy East Company

# HIGHLIGHTS

March 2004



### Dear Customer,

January 2004 was one of the coldest Januaries in decades. In some corners of the state it was 15% colder than last year and more than 40% colder

than the 10-year average. I, for one, am glad to have January behind us.

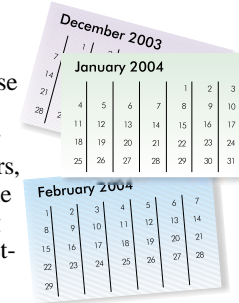
Extremely cold weather means an increase in energy use and higher seasonal energy bills. For our natural gas customers, the weather is not the only factor affecting energy bills – market-based natural gas supply costs are considerably higher than they have been historically.

We at RG&E certainly understand how frustrating winter energy bills can be, and we hope this edition of *Highlights* helps you:

- **Use your RG&E bill** to pinpoint some of the things that could be affecting your energy use and costs.
- **Take advantage of options and services** we offer to lessen the impact of winter bills.
- **Identify** big energy users in your home and some things you can do right now to control your energy costs.

And, if you're having trouble paying your RG&E bill, please contact us at 1.888.253.8888. The sooner you do, the sooner we can work on a solution together.

James Laurito – President, RG&E



# Your energy bill

## > a tool to manage your energy costs

### Your Electricity Rate

A kilowatt-hour (kwh) is a measure of the quantity of electricity you receive. A kwh equals 1,000 watt-hours of electricity use. One kwh equals the energy needed to operate a 100-watt light bulb for 10 hours.

If you haven't already done so, you may want to consider shopping for an energy services company (ESCO) to supply your electricity. For information, visit [rge.com](http://rge.com) or call us at 1.888.253.8888.

### Amount of Natural Gas Used

Space and water heating are two of the biggest energy users in your home. Extremely cold weather means your heating system must work even harder.

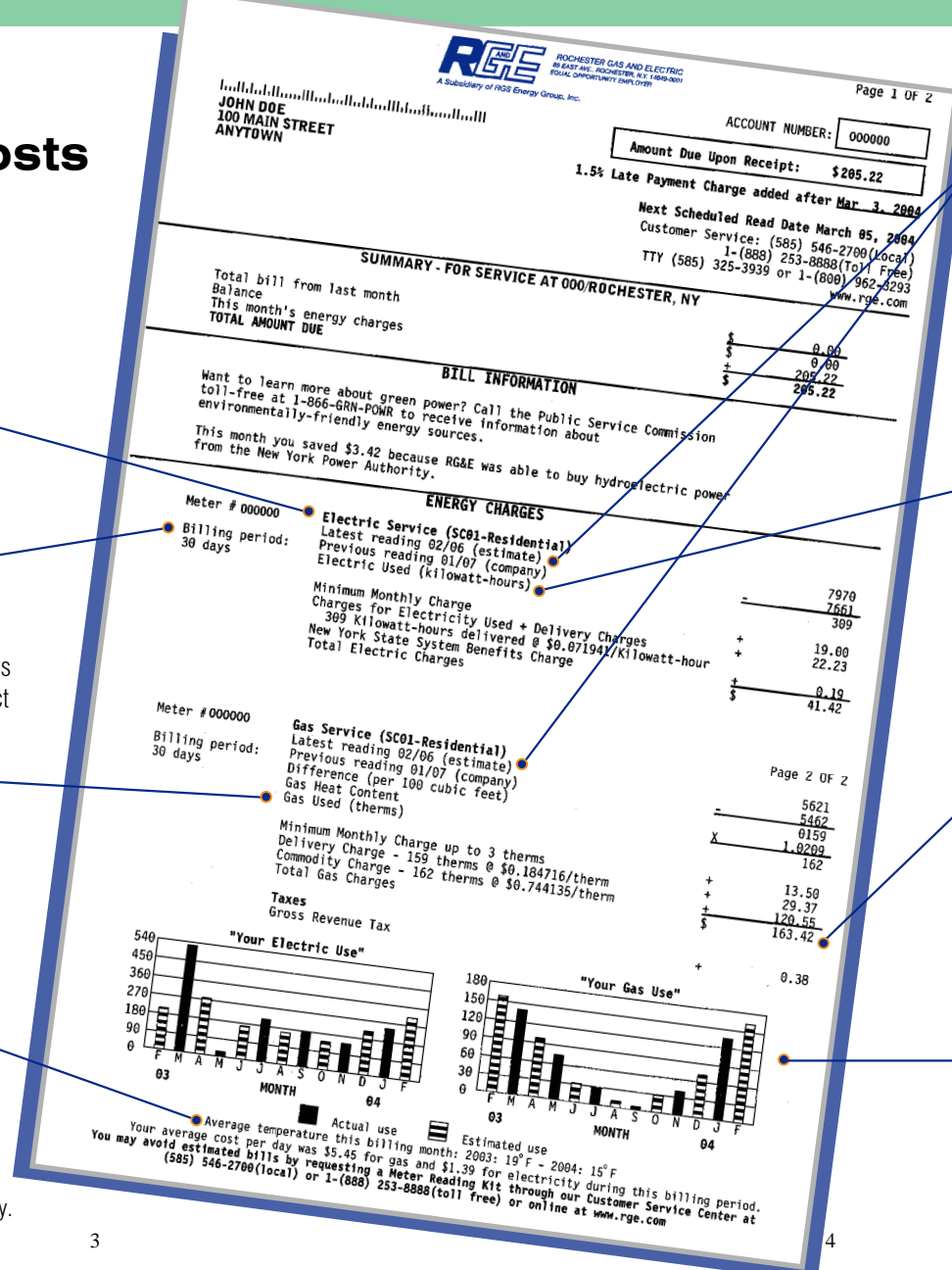
- >> **Option 1:** Set your thermostat to 65° in the daytime and 60° at night. (This may not be advisable if you have infants, elderly, frail or ill people at home.)
- >> **Option 2:** Follow manufacturer's instructions to lower your water heater setting to 120°.

### Days in the Billing Period

Our billing periods are usually about 30 days. But they may be longer or shorter than that. Changes in the number of days in the billing period can noticeably affect your bill.

### Average Temperature

Temperature changes can have a noticeable impact on your energy use.



### Estimated Bills

We read the meter every other month. On the months when we don't read the meter, we send you an estimated bill based on past energy use. The estimated use may be lower or higher than actual use. Any difference is made up when we obtain an actual meter reading.

- >> **Option:** Have all of your bills based on actual readings by enrolling in our Customer Meter Reading service. On the months we don't read the meter, you provide the readings. For information, visit [rge.com](http://rge.com) or call us at 1.888.253.8888.

### Amount of Electricity Used

If your electricity use seems higher than expected, it could be due to:

- Electric space heaters
- Heating system motors or pumps operating longer periods of time
- Heat tapes, dehumidifiers, sump pumps or heated aquariums
- More people at home (new baby, visitors, or kids from college)
- Added appliances, such as electric blankets, waterbed heaters, or a second freezer or refrigerator

- >> **Options:** See panel 6 or visit [rge.com](http://rge.com) for great energy-saving suggestions.

### Your Natural Gas Supply Costs

Market prices for natural gas supply have been significantly higher this year resulting in winter heating bills that can be difficult to budget for.

- >> **Option:** Sign up for our **Budget Billing** service that lets you spread your annual energy costs evenly over 12 months. For more information or to enroll, visit [rge.com](http://rge.com) or call us at 1.888.253.8888.

### Usage Chart

The chart lets you quickly compare your most recent month's energy use to last month or last year. It also indicates which bills were based on actual or estimated meter readings.