

# What is the NY Independent System Operator?

Dear Customer,

On August 14, 2003, more than 50 million people in the Northeast, Midwest and Canada lost power in what was the largest electric emergency in the history of North America.

Since then, many of our customers have asked about the role of the New York Independent System Operator (NYISO). The NYISO is a not-for-profit organization that operates independently of the state's utilities and has its own governance board. A major NYISO responsibility is to ensure the reliability of the state's high-voltage electric transmission system. In this capacity it:

- Monitors the production and availability of electricity;
- Makes certain that an adequate amount of power is maintained; and
- Coordinates supply and demand with similar agencies in New England and the mid-Atlantic regions.

During the massive restoration effort that took place, RG&E took its direction from the NYISO as it worked to stabilize the statewide electricity system. And with RG&E people and others pulling together as a team, we were able to restore service to affected customers in less than 18 hours.

We thank our customers for their patience and understanding during this most unusual event. We are proud to be your provider of essential electricity and natural gas service.

James Laurito  
President, RG&E.

Further information about the NYISO can be found at [www.nyiso.com](http://www.nyiso.com).

## Start-Up Resource Program Offers Free Business Aid



The **2003-2004 START-UP Resource Program** will be accepting applications in December. RG&E, Monroe County, and The Rochester Business Alliance sponsor the Start-Up Resource program.

The program matches start-up firms with mentors from established firms to provide **FREE** business assistance. Your company may be eligible if it is:

- At least 51 percent owned by a woman, minority, or a person with a disability, and
- Has been in operation for at least one year, but no more than seven years, as of December 2003.

For an application, call Paulette Birch at The Rochester Business Alliance at (585) 263-3666. Leave your name, company name, complete mailing address, and telephone number. The application will be mailed.

## Women's Health Partnership Helps Women



Don't allow a lack of health insurance to prevent you from getting the cancer screenings you need. Call the Women's Health Partnership at (585) 274-6978. We can help.



RG&E donates this space to the Ad Council 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>

HIGHLIGHTS

## Contents:

- What is the NYISO?  
page 5
- Business Help Available  
page 6

# 1 Three Factors Affect Your Natural Gas Bill

With the heating season now here, it's a good time to keep in mind the three factors that affect your natural gas bills — delivery prices, supply prices, and how much natural gas you use.

2

3

October 2003

## Three Factors Affect Your Natural Gas Bill

Three factors affect your natural gas bills, they are:

- 1 **Delivery prices.** This is the cost to bring the gas to your home through the pipelines. RG&E's natural gas **delivery** prices have essentially remained flat since 1994.
- 2 **Supply prices.** This is the price of the natural gas commodity. If you receive your natural gas **supply** from RG&E, you pay the market-based wholesale price for that **supply**. *RG&E makes no profit on natural gas supply.*
- 3 **How much natural gas you use.** Weather can have a major impact on how much natural gas you use, particularly if you use natural gas to heat your home or business. And, of course, the more you use, the more you can expect to pay, as is true with any product or commodity, such as gasoline or food.

## Budget Billing Can Help You Plan Your Energy Bills

From month to month your energy bill fluctuates due to the weather and how you use your appliances. If you want a more predictable energy bill, try RG&E's Budget Billing.

With Budget Billing you can level out the highs and lows of your monthly bills, helping make your energy bills more constant. Budget Billing does not reduce your total energy expenses. Budget Billing lets you pay your annual RG&E bill in 12 equal payments, helping you avoid those higher bills during winter heating and summer cooling months.

For Budget Billing information, call RG&E toll free at 1-888-253-8888. You can obtain your budget amount or sign up for Budget Billing using your touch-tone telephone's keypad. At the main RG&E menu, press the number 4 for automated account information and then listen for further instructions.

### Smell Natural Gas? Get Up and Get Out!

RG&E adds a small amount of odor-producing material to natural gas so that leaks will be quickly noticed. If you smell natural gas (it smells like rotten eggs), **leave** immediately. When you are safely out of the building, call RG&E from a nearby phone at (585) 546-1100 or 1-888-253-8888. Or call 9-1-1.

RG&E crews will respond as soon as possible to any emergency natural gas call and make the situation safe. There is no charge for this investigation.

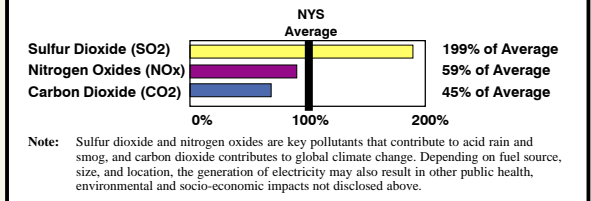
New York State Department of Public Service  
3 Empire State Plaza  
Albany, New York 12223-1350

Fuel Sources and Air Emissions to Generate Your Electricity  
Period Shown: July 2001 - June 2002 for  
Rochester Gas and Electric.

Fuel Sources	
Biomass	0%
Coal	19%
Gas	1%
Hydro	11%
Nuclear	69%
Oil	Less Than 1%
Solar	0%
Solid Waste	0%
Wind	0%
<b>Total</b>	<b>100%</b>

(Actual total may vary slightly from 100% due to rounding)

Air Emissions Relative to The New York State Average



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](http://dps.state.ny.us).