

## RG&E Proposes Plans for Unbundled Electric Rates and Commodity Options

On June 5, 2003, Rochester Gas and Electric Corporation (RG&E) filed required documentation with the New York State Public Service Commission (NYSPSC) proposing the unbundling of overall electric rates effective January 1, 2005, when RG&E would institute separate delivery rates and customer options for commodity service. 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](http://www.rge.com).


### Please Don't Post Notices on Utility Poles

For the safety of RG&E crews, we ask you not to attach notices or other materials to utility poles. Additionally, remnants of these signs from long-forgotten activities become eyesores, litter, and potential traffic hazards.

## Streams, Fields, Ponds, Woods, Swamps. Let's Hang on to Them.



They're your heritage. When you arrived on the planet, there were many more streams to fish, fields to contemplate, ponds to admire, woods to wander, and swamps to observe than there are today. Every day, another beautiful property turns into houses or stores. Ask the Genesee Land Trust what you can do to preserve land in the greater Rochester area. Visit our website ([www.geneseelandtrust.org](http://www.geneseelandtrust.org)). Or call (585) 381-7310.

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## LIFESPAN Can Show You How to Budget



My spouse passed away and I'm afraid that I never learned too much about our finances. I was overwhelmed by bills and paperwork until I got help from a LIFESPAN volunteer.

LIFESPAN helps older adults take on the burden of budgeting, bill paying, and day-to-day financial matters. Call LIFESPAN at (585) 244-8400. Or visit [www.lifespan-roch.org](http://www.lifespan-roch.org).

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**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

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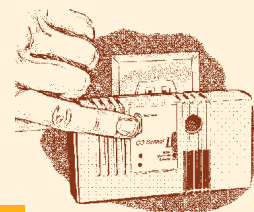
## It's Time to Prepare for Winter

Some of this area's nicest weather and temperatures often occur in September. But before you know it, winter has arrived.



Now is the time to ensure that you'll use energy wisely through the winter months. Have your heating equipment cleaned, and replace the furnace filter. Winterize doors and windows. You also need to be aware of the danger of carbon monoxide and what to do should you smell natural gas.

*Turn inside for some hints.*



## Heat with a Clean Machine

Your heating dollars will go further with a clean and well-maintained furnace or boiler.

Have a qualified contractor check the following: chimney, flue pipe, draft hood, pilot light, main burner, and all system wiring. The contractor should also clean the fan compartment and blower motor, replace the filter, lubricate blower bearings and the blower motor, and adjust the main burner.

Should your furnace or boiler need repairs or replacing, it's a good idea to get a second or third opinion before signing a contract.

## Install a Setback Thermostat

You might want to consider installing a setback thermostat. Setting your thermostat back 10 degrees for an 8-hour period at bedtime or when no one is home can save you between 5 percent and 15 percent on your heating bills.

## Weatherize Windows and Doors

If you don't have tight-fitting storm windows, plastic window covering kits are an excellent method for cutting down on heat loss. Use weather stripping around doors and windows. At night draw the drapes to prevent heat loss. On sunny days, open drapes to take advantage of the sun's heat. Be careful not to overheat the room where your thermostat is located. The increased heat may keep the furnace from coming on.

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

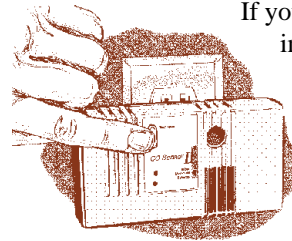
RG&E adds a small amount of odor-producing material to natural gas so that leaks will be quickly

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.

## Beware of Carbon Monoxide

Carbon monoxide (CO) comes from the incomplete combustion of any carbon-base fuel. That includes wood, kerosene, gasoline, oil, propane, or natural gas. CO is a toxic, tasteless, colorless, and odorless gas. Small amounts can cause severe illness and even death. Symptoms may include headaches, dizziness, faintness, drowsiness, pain in the ears, or seeing spots. Many people often mistake CO symptoms for the flu.



If you suspect CO, leave your home immediately. Then from a nearby telephone call RG&E at (585) 546-1100 or 1-888-253-8888. Or call 9-1-1.

You may want to consider buying a CO detector. If you already own one and it is more than five years old, you may want to consider replacing it. Consult the manufacturer's instructions for your specific model.

## Never Use Your Natural Gas Oven for Heating

Prolonged use of an open oven in a closed house consumes oxygen, leads to improper combustion and the formation of potentially deadly carbon monoxide.

## Streetlight Out? Call RG&E

Streetlights are there for your safety, whether you are driving or walking down the street. Proper lighting at night enhances safety along roads and discourages crime.

Streetlights occasionally fail because of age, vehicle accidents, or vandalism. RG&E is asking for your help in maintaining streetlights. Should you find a streetlight that is not working, you can call RG&E's automated streetlighting telephone number at **(585) 771-6780** or **1-888-668-0668** (toll free).

Keeping our streetlights on is part of our service guarantees program. We will re-lamp, repair, or make further repairs within 24 hours of being notified that an RG&E streetlight is out. If a municipality maintains the streetlights you call about, we will notify them.

**Visit the RG&E exhibit at the 14<sup>th</sup> annual Family Health and Fitness Fair**, sponsored by Senator Jim Alesi. The Fair is scheduled for Thursday, Oct. 2 between 10 a.m. and 4:30 p.m., at the Dome Center and Minett Hall at the Monroe County Fair Grounds in Henrietta.

**To Report That Your Lights Are Out:**  
1-877-749-4567.

*Calling this number lets you report a power interruption or check on the status of power restoration work.*