

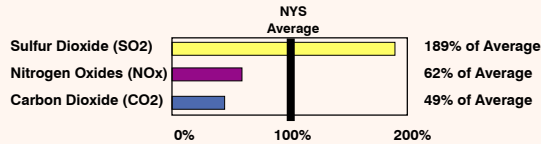
New York State Department of Public Service  
3 Empire State Plaza  
Albany, New York 12223-1350

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

Fuel Sources	
Biomass	0%
Coal	20%
Gas	Less Than 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**



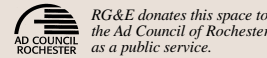
**Note:** Sulfur dioxide and nitrogen oxides are key pollutants that contribute to acid rain and smog, and carbon dioxide contributes to global climate change. Depending on fuel source, size, and location, the generation of electricity may also result in other public health, environmental and socio-economic impacts not disclosed above.

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

**We Investigate, Evaluate,  
Litigate**



If you suspect you have been denied for or dissuaded from a housing opportunity because of your race, national origin, gender, religion, disability, or family status, you may have been discriminated against. Don't wait. Call The Fair Housing Enforcement Project for free legal assistance at (585) 325-2500. Stand up for your rights because everyone should have the opportunity to live anywhere they can afford and receive accurate and complete information about the availability of housing.



**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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- You need a back-up plan page 4
- Scouting for Food page 4



**RG&E Has  
Special Services to  
Meet Special Needs**

*RG&E has special services that make doing business with us more convenient for those customers with special needs. RG&E has programs to assist customers who are senior citizens, who rely upon life-support equipment, who have vision or hearing impairments, and those customers who do not speak English.*



*Here are a few of the services RG&E provides:*



**Senior Safeguard Coding** — If you are 62 years or older, RG&E will code your account identifying you as a senior customer. This special coding also applies to blind or disabled customers. These customers are entitled to special protection under New York State law should they ever face a shutoff of utility service because of nonpayment.

**Extended Bill Payment Date** — RG&E can extend the payment due date for your bill so that you can wait until you receive your benefit check and avoid late payment charges. Proof that you are permanently retired and a recipient of Social Security, total disability, or survivor check is required.

**Quarterly Billing for Seniors** — If you are 62 years or older, and you meet New York State guidelines, you may pay your RG&E bill on a quarterly basis rather than each month. To qualify, you must be a residential customer whose annual billing is \$150 or less.

**Large-Print and Braille Bills** — If you are visually impaired or have difficulty reading your RG&E bill, you may request a large-print or a Braille bill. RG&E will mail the original bill plus the enlarged photocopy and Braille bill as well as the bill inserts.

**Language Not a Barrier** — RG&E has the ability to speak to you in your own language through an interpreting service. Sign-language interpreting services are also available with advance notice.

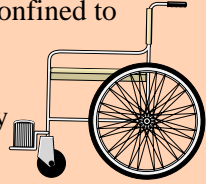
**Teletype for TTY Users** — For customers who have access to a teletype communications system, RG&E can respond to customer inquiries and provide 24-hour emergency service. These numbers are (585) 325-3939. Or toll free at 1-800-962-3293.

**Third Party Notification** — This service lets you designate a relative, friend or social agency whom you want to be notified regarding your RG&E account. This program is particularly advantageous to the elderly, those who live alone, or are seriously ill. The third party designee is **not** responsible for paying your bills.

For more details on any of these programs, call RG&E at (585) 546-2700 or toll free at 1-888-253-8888. Or visit [www.rge.com](http://www.rge.com).

## Planning Ahead for an Emergency

If you or someone you know is confined to a wheelchair, or requires life-support equipment, RG&E urges you to be prepared for emergency situations by having plans for your own evacuation. In the case of an extended electrical outage during a severe storm you should have an alternative source of power or another place to stay.



### Scouting for Food



Local Boy Scout and Girl Scout units are participating in the seventh annual Scouting for Food “Hunger Hurts – Good Turn” campaign. Last year, 14,447 Scouts and volunteers collected 154 tons of donated food, enough to fill 69 local food cupboards for four months.

Scouts will drop off door hangers on Saturday, March 22. They will return on Saturday, March 29 in the morning to pick up your donation of non-perishable foods (no glass please) left by an outside door in a recyclable plastic bag. If your bags are not picked up, please drop them off at any area Wendy’s collection barrels.

*RG&E donates this space as a public service.*