

Season's Greetings



WISHING YOU
AND YOUR FAMILY
A SAFE AND HAPPY
HOLIDAY SEASON.

Energy ^{AND} RGE Lines

December 2004

VALUABLE CUSTOMER INFORMATION

Time is
running out!

You have until **8:30 p.m. on December 30, 2004** to *Voice Your Choice*. Your Electricity Supply Pricing Option takes effect January 1, 2005 through December 31, 2005. So don't delay – enroll your RG&E electricity account today!

voice
your choice

▶ Choose by **December 30, 2004**

Act Now!

To enroll:

- ▶ Visit rge.com;
- ▶ Call 1.800.RGE.VYCNOW (1.800.743.8926);
- ▶ Use RG&E's Hearing Impaired Line (TTY) 1.800.962.3293
- ▶ Contact an ESCO (energy services company) who will enroll your account for you. For an up-to-date list of ESCOs, go to rge.com.

For your convenience, have your RG&E account number – located in the top right corner on the first page of your bill – available.

Reliability and YOU –

*Simple steps you can take
to protect your electronic equipment*

Today's electronics – computers, HDTVs, microwaves, DVD players, and other equipment – use microprocessors that are more sensitive to slight power swings than older devices. As you do your holiday shopping, consider how you can protect your electronic investment.

At RG&E, we do all we can to deliver safe, reliable electricity. Occasionally, events occur which are beyond our control – lightning strikes, vehicles hitting utility poles, tree branches falling on wires during storms – that can cause power interruptions. Should a problem occur, rest assured that RG&E crews are ready 24-7 to restore your power quickly, efficiently and safely.

Meanwhile, you can protect your home and office electronic equipment by taking these steps:

- ▶ Use surge suppressors that carry the Underwriters Laboratories (UL) safety standard symbol to guard against momentary electricity spikes and surges.
- ▶ Consult with your electronics dealer for assistance in selecting the correct size surge protector for each electronic device.
- ▶ Make sure all your equipment is properly grounded.
- ▶ When buying components that use electronic clocks, it's important they have a backup battery.
- ▶ Have a qualified, licensed electrician inspect your electrical system.



The perfect gift – a surge suppressor

If your gift-giving plans include a computer, HDTV, microwave oven, DVD player or other electronic equipment, remember to also wrap up a surge suppressor as part of the package. Get one for yourself – your low-cost investment will protect your larger investment.

HEAP *financial assistance* can help



Many households receive financial help each year from HEAP – the federal Home Energy Assistance Program. HEAP grants can be used to pay heating bills or for other energy-related emergencies. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (right).

It's important to apply early, since federal funding for this year's HEAP season is limited. For more information or to apply for a HEAP grant, contact your county's Department of Social Services.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$1,702
2	\$2,226
3	\$2,749
4	\$3,273
5	\$3,797
6	\$4,320
7	\$4,419
8	\$4,517
9	\$4,615
10	\$4,742
11	\$5,140


An Energy East Company

RG&E
AND
Always at Your Service