



## *Cold weather brings higher energy bills*

We sometimes forget just how much winter weather can affect how much energy we use – both electricity and natural gas. And increased energy use means higher seasonal bills.

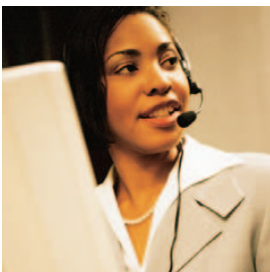


**Winter Electricity Use:** We use lights for longer periods, may use the oven more and probably watch more television during the winter months. Taken together over the five months of winter, these factors can add up to increased electricity use.



**Winter Natural Gas Use:** Natural gas heating customers know full well that natural gas use spikes in the winter, particularly in January and February. Increased use – combined with historically high market prices for the natural gas we buy for you – mean higher bills for all of us.

**We know how frustrating higher seasonal bills can be. Here are some things to keep in mind as winter progresses:**



- **Check out [rge.com](http://rge.com)** and read our bill inserts for important information on how to use energy wisely. Some simple steps can go a long way.
- **Sign up for our Budget Billing program.** This will enable you to spread your RG&E energy costs evenly over 12 months.
- And, **if you're having trouble paying your RG&E bills**, contact us at 1.877.266.3492. The sooner you call, the sooner we can work on a solution together.

*Test your Energy IQ*

**How many gallons of hot water are wasted in a month from a faucet leaking one drop per second?**

▶ Look for this symbol on the back to find the answer.



# Emergency stand-by generator safety

**Always** follow manufacturer's instructions.

**Always** operate your generator outdoors.

**Always** properly ground your unit to prevent electrical shock.

**Always** turn off your main circuit breaker before starting your generator.

**Always** make sure all electrical connections comply with National Electric Code.

**NEVER** connect a generator to an existing wiring system without an automatic transfer switch.

**NEVER** let children play near a generator.

**NEVER** overload your generator with too many appliances.



- ▶ For more information, check out our brochure "Emergency Generator Safety" at [rge.com](http://rge.com) (click on "Safety Information") or call us at 1.800.743.2110.

## Weather watch — be storm prepared

**Ice and winter winds can cause power interruptions. Should a problem occur, RG&E will respond quickly and work diligently to restore power.**

### Don't be caught off guard:

- ❄ Have a supply of non-perishable food and adequate supply of water.
- ❄ Candles and matches.
- ❄ Keep flashlights and a battery-operated radio on hand.
- ❄ Blankets and extra warm clothing.
- ❄ If someone in your home uses life-sustaining equipment powered by electricity, call us now at **1.800.743.2110**.



Eligible electric delivery customers will receive the second round of refunds from the sale of Ginna Nuclear Generating Station this month. Refund checks will be mailed to most eligible customers in late February or early March. You will receive a credit on your February or March electric bill if your refund is less than \$1 or if you are more than 60 days behind in your RG&E payments and are not on a deferred payment agreement.

**For more information about the Ginna Refund, visit [rge.com](http://rge.com) or call the Ginna Refund Answer Line at 1.800.743.8041.**



**Energy IQ Answer:** A whopping 165 gallons — that's more than one person uses in two weeks!

- ▶ For more helpful energy information visit [rge.com](http://rge.com)