


A closer look at page 2 of your bill >>

- I** Special **bill messages** with information about your RG&E service, your bill or programs and services we offer.

- J** How to **contact us** and information on where to send your payment.

- K** If you'd like to enroll in **electronic funds transfer** (EFT) or if your **mailing address** or **phone number** has changed, you can let us know by completing this form on the back of your payment stub.



Invoice Number: 00000000000

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I Messages

RG&E has a new billing system and a new look to your bill. Your redesigned bill has a new size and provides you with new information about your energy charges. The amount of your charges is the same, how we present them is a little different. Check out October's bill insert, EnergyLines, or visit rge.com to learn more.

J Contact Information

<p>Service or billing questions: 1.800.743.2110, 7 a.m. to 7 p.m. (M-F)</p> <p>Payment arrangements: 1.877.266.3492, 8 a.m. to 8:30 p.m. (M-Th) and 8 a.m. to 7 p.m. (F)</p> <p>Automated account information: 1.800.295.7323, 24 hours a day</p> <p>Power interruptions or emergencies: 1.800.743.1701, 24 hours a day</p> <p>Natural gas emergencies or if you smell gas: 1.800.743.1702, 24 hours a day</p> <p>Hearing/speech impaired (TTY): 1.800.962.3293</p>	<p>Electronically: Use our "Write to RG&E" form at rge.com</p> <p>By mail: RG&E Customer Service 89 East Avenue Rochester, NY 14649-0001</p> <p>Payment address: RG&E P.O. Box 5300 Ithaca, NY 14852-5300</p>
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K Mailing Address Changes

Please "X" for mailing address changes and fill in your new mailing address below.

Street: _____

City, State: _____

Zip: _____

Phone number: _____

Electronic Funds Transfer

To sign up for Electronic Funds Transfer (direct debit), please "X" the box, and sign and date below.

_____ Date: _____

Please include a voided check and also allow 30 days for processing.

Please do not write below this line.

This bill is for illustrative purposes only.

A closer look at page 3 of your bill >>

- L** Your new **account number**.

- M** New **symbols for electricity and natural gas** service.

- N** The time period you are being billed for, and your new **Point of Delivery ID (PoD ID)** – an essential number to give to energy suppliers other than RG&E (also known as energy services companies or ESCOs) if you choose to do business with them.


- O** Your new **meter reading chart** shows your current and previous meter readings and whether they were Actual, Estimated, Customer or No reading.

- P** Your **bill issuance charge**, which was previously included in your customer charge. The total amount of your customer charge has been reduced accordingly to reflect this change. (Not a new charge.)

- Q** The **SBC / RPS charge** includes the System Benefits and Renewable Portfolio Standard charges. (Not new charges.)

- R** **Taxes** are now listed separately. (Not new charges.)

- S** Your **supply charge** (per kilowatt-hour for electricity or per therm for natural gas) is the amount you need to know if you are shopping for your energy supply. If you purchase your natural gas supply from RG&E, you pay a market-based price. (RG&E makes no profit on natural gas supply.) New market-based natural gas supply prices take effect on the first of each month, so if your billing period spans two months, you will see two supply prices listed on your bill.



JOHN DOE

Account Number: 0000-0000-000

Statement Date: October 03, 2006

Service Address: 123 MAIN STREET, ANYTOWN NY 12345 Page 3 of 5

RG&E DETAILED ACCOUNT ACTIVITY

Electricity Service - PSC19 SC1 - Residential

Electricity Rate - Fixed Price Option

Service from: 09/04/06 - 10/03/06

PoD ID: R000000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	10/03/06	40332 A	09/04/06	39832 E	500	500 kwh	30 days

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

Electricity Delivery Charges

Customer charge	19.38
Bill issuance charge	0.52
Delivery charge	11.35
Transition charge	-24.48
Retail access surcharge	1.17
SBC/RPS charge	0.58
Subtotal Electricity Delivery	\$8.62

Electricity Supply Charges

Fixed supply charge	54.62
Subtotal Electricity Supply	\$54.62

Electricity Taxes and Surcharges

Taxes on delivery charges	0.45
Taxes on supply charges	1.69
Subtotal Electricity Taxes and Surcharges	\$2.14

Total Electricity Cost **\$65.38**

Gas Service - PSC16 SC1 - Residential

Gas Rate - RG&E Supply

Service from: 09/04/06 - 10/03/06

PoD ID: R000000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	10/03/06	1498 A	09/04/06	1336 E	162	162 ccf	30 days

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

Natural Gas Delivery Charges

Natural gas used (ccf)	162
Energy content factor	x 1.011200
Natural gas used (therm)	163.8
Customer charge	14.38
Bill issuance charge	0.52
Included in customer charge	0.00
Delivery charge for next	8.36
Delivery charge for next	18.48
Weather adjustment	-0.27
Subtotal Natural Gas Delivery	\$41.57


Natural Gas Supply Charges

Supply charge - September	134.18
Supply charge - October	3.38
Merchant function charge	6.93
Subtotal Natural Gas Supply	\$144.49

This bill is for illustrative purposes only.

A closer look at pages 4 and 5 of your bill >>

- T** Taxes are now listed separately. (Not new charges.)
- U** Your new **Usage Chart Information** section enables you to compare your current energy use to the last 12 months, and average temperature and daily energy use during the current billing period to the comparable period last year. On the top of each bar is a letter indicating the type of meter reading (Actual, Estimated, Customer or No reading).
- V** **Terms and definitions.** Descriptions of terms found on your bill can be found here, plus **payment information.**
- W** Your **bill issuance charge**, which was previously included in your customer charge. The total amount of your customer charge has been reduced accordingly to reflect this change. (Not a new charge.)



JOHN DOE
Account Number: 0000-0000-000
Statement Date: October 03, 2006

Service Address: 123 MAIN STREET, ANYTOWN NY 12345

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Terms and Definitions

Delivery charge: what you pay RG&E to transport energy to your home or business.

Supply charge: what you pay for the energy purchased for you by RG&E or a supplier other than RG&E.


Bill issuance charge: formerly included in the customer charge, the cost to produce and send you a bill and process your payment. Customers who use an energy supplier (also known as an energy services company or ESCO) other than RG&E will not be assessed this charge if their ESCO's supply charges appear on their RG&E bill. Bill issuance charges appear on their and/or natural gas sections of the bill.

Competitive meter charge, Competitive meter service charge, and Competitive meter service charge: apply to customers who have a competitive meter.

Renewable Portfolio Standard (RPS) charge: a state-mandated charge of approximately 4/100th of a cent per kilowatt-hour. The RPS is used to fund renewable energy projects to achieve the RPS targets established by the Public Service Commission.

System Benefits Charge (SBC): a state-mandated charge of approximately 7/100ths of a cent per kilowatt-hour. The SBC is used to fund energy efficiency programs, assistance for low-income customers and energy research.

Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If normal, customers' bills are not affected.



JOHN DOE
Account Number: 0000-0000-000
Statement Date: October 03, 2006

Service Address: 123 MAIN STREET, ANYTOWN NY 12345

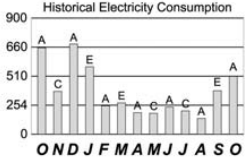
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Natural Gas Taxes and Surcharges

Taxes on delivery charges	@ 2.0408%	0.84
Subtotal Natural Gas Taxes and Surcharges		\$0.84
Total Natural Gas Cost		\$186.90
Total Energy Charges		\$252.28

Usage Chart Information

Historical Electricity Consumption

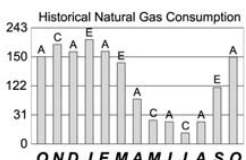


O N D J F M A M J J A S O

Electricity Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Oct-06	17 kwh	59° F
Oct-05	22 kwh	55° F

Historical Natural Gas Consumption



O N D J F M A M J J A S O

Natural Gas Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Oct-06	5 therm	59° F
Oct-05	5 therm	55° F

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