

Energy Lines

November 2004

VALUABLE CUSTOMER INFORMATION

voice

your choice



▶ **FOR YOUR ELECTRICITY SUPPLY
CHOOSE BY DECEMBER 30, 2004!**

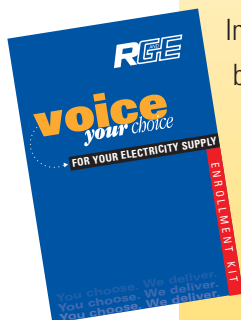


As an RG&E electricity customer, you can select either a *fixed* or *variable* price for your electricity **supply** through RG&E's *Voice Your Choice* program. You can also choose to purchase your electricity **supply** from RG&E or another energy supplier (called an energy services company or ESCO). You have until **8:30 p.m. on December 30, 2004** to *Voice Your Choice*. Your choice takes effect January 1, 2005 and continues through December 31, 2005.

Your Choices

Your total electricity price consists of an RG&E **delivery** charge and a **supply** charge either from RG&E or an energy services company (ESCO). All customers also have an RG&E **transition** charge, which reflects the cost of required energy purchases and other services.

Information on your choices can be found in your **blue enrollment kit**, at rge.com, by calling **1.800.RGE.VYCNOW (1.800.743.8926)**, or by contacting an ESCO.



Enroll Your Account Today

Choose from one of four electricity supply options: the Fixed Price Option, the Variable Price Option, the ESCO Option with Supply Adjustment or the ESCO Price Option. It's easy to enroll – visit rge.com, contact us at **1.800.RGE.VYCNOW (1.800.743.8926)** or select an ESCO – they'll enroll your account for you.

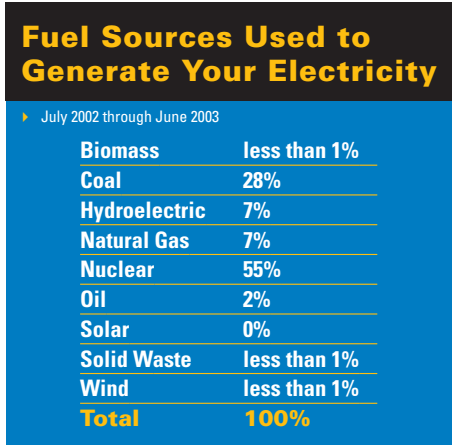
With any choice you make, RG&E will safely and reliably deliver your electricity.



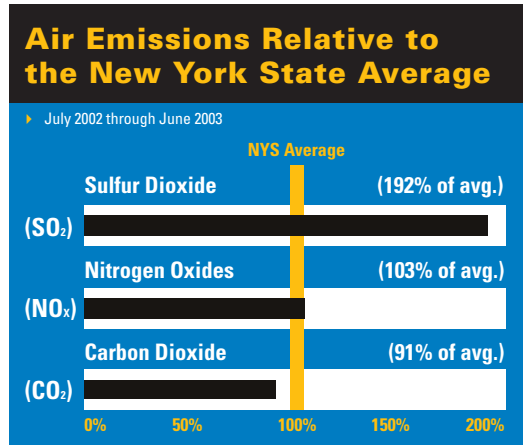
Environmental *update*

Your electricity supplier is required to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

- ▶ **If you receive your electricity supply from RG&E**, your environmental disclosure information is provided here. It is also available at rge.com.
- ▶ **If you buy electricity from a supplier other than RG&E, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.
- ▶ For more information on environmental disclosure, contact the New York State Public Service Commission at **1.888.Ask.PSC1** (1.888.275.7721) or visit dps.state.ny.us.



(Actual total may vary due to rounding)



Handy Reminder:

Our toll-free telephone numbers

Use our new toll-free numbers to inquire about your account, get answers to your energy questions, or obtain help quickly in natural gas or electric emergencies.

The benefits of toll-free service include:

- The convenience of toll-free calling regardless of your location.
- Faster routing of calls to specially trained representatives.
- Higher priority handling of emergency calls.

RG&E TELEPHONE NUMBERS

Natural Gas Odor/Emergency	1.800.743.1702
Electric Interruption/Emergency	1.800.743.1701
Customer Service	1.800.743.2110
Business Customer Service	1.888.755.8900
Automated Services	1.800.295.7323
Payment Arrangements	1.877.266.3492
Teletype for TTY Users	1.800.962.3293

Clip and save the numbers at right or go to rge.com and click on "Contact Information" to obtain a printable phone list.



RG&E
Always at Your Service

www.rge.com