



# Energy *Lines*

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**1.800.962.7962**

October 2005

KEEPING YOU INFORMED

Once again it's time to

# voice *your choice* for your electricity supply

If you are an RG&E electricity customer, you will be receiving a ***Voice Your Choice* enrollment kit** this month.

The kit explains the electricity supply pricing options available to you beginning January 1, 2006 through December 31, 2006. You can purchase your electricity supply from either RG&E or another energy supplier (called an energy services company or ESCO).

Enrollment information is also available at [www.rge.com](http://www.rge.com).

You'll have until 8:30 p.m. on December 30, 2005 to choose your electricity supply pricing options. If you do not make a choice, you will automatically default to the variable price option of your current supplier.

For more information about RG&E's *Voice Your Choice* program or a complete list of qualified energy suppliers, visit [www.rge.com](http://www.rge.com) or contact us at 1.800.RGE.VYCNOW (1.800.743.8926).

## RG&E IS YOUR ENERGY DELIVERY COMPANY

Whether you purchase your electricity from RG&E or an energy services company (ESCO), RG&E will continue to deliver your energy safely and reliably. Your electricity price is made up of **delivery** and **supply** charges. The **delivery** charge is what you pay RG&E to transport electricity to your home or business.

The **supply** charge is what you pay for the electricity RG&E or an ESCO purchases for you.



# Here's what you can do to manage natural gas costs this winter

We understand how frustrating higher energy bills can be. Here are a few things to keep in mind to help you manage natural gas costs as we head into the heating season:

- ▶ Check out **rge.com** and read our bill inserts for important information on using energy wisely. Some simple steps can go a long way toward saving you money. Those simple steps include:
  - Making sure your home is adequately insulated and that doors and windows keep the heat in and the cold out.
  - Cleaning or replacing furnace filters when they are dirty or once a month to help ensure that furnaces are working efficiently.
  - Making sure heating supply and return registers are clean and not blocked by furniture or drapes.
  - Installing an automatic set-back thermostat.
  - Opening blinds and drapes on south-facing windows during the day to let in heat from the sun, and closing them at night and on cloudy days.
  - Setting your water heater temperature at 120 degrees. (Follow manufacturer's instructions or contact a plumbing and heating contractor.)
- ▶ **Sign up for RG&E's Budget Billing program.** This will enable you to spread your energy costs out evenly over the year. For more information visit [rge.com](http://rge.com) or contact us at 1.800.743.2110.
- ▶ **If you're having trouble paying your RG&E bills,** contact us at 1.877.266.3492. The sooner you do, the sooner we can work on a solution together.



- Natural gas bills include **delivery** and **supply** charges. The **delivery** charge is what you pay RG&E to transport natural gas to your home or business. The **supply** charge is what you pay RG&E or another supplier for the natural gas they buy for you.
- RG&E's natural gas delivery prices have remained essentially flat since 1994.
- RG&E natural gas customers pay market-based prices for the natural gas they use (supply). RG&E cannot control these market-based natural gas supply prices, and RG&E makes no profit on the natural gas we purchase for our customers.

## Be sure you and your family are safe this winter

*With the heating season right around the corner, here are two important safety tips for you to keep in mind.*

1. Protect yourself from a silent killer. Carbon monoxide is a colorless, odorless gas that is the product of incomplete combustion. It can result from a faulty chimney, flue or vent from a heating appliance or water heater. Have your heating system and chimney, flues and vents checked once a year by a professional.
2. Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call RG&E immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.

**If you are an RG&E natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at 1.800.743.1702 or call 911.**