

# Energy <sup>AND</sup> RGE Lines

October 2004

VALUABLE CUSTOMER INFORMATION

# voice

*your choice*



▶ **YOU CHOOSE. WE DELIVER.**

With RG&E's *Voice Your Choice* program, you can choose your electricity supplier and choose a fixed or variable price for your electricity supply.

A *Voice Your Choice* **enrollment kit** will be delivered to your mailbox this month. The kit contains:

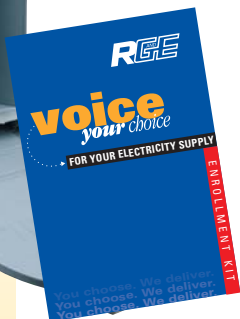
- ▶ Information about electricity supply and delivery.
- ▶ Descriptions of your Electricity Supply Pricing Options.
- ▶ A list of energy services companies (ESCOs or suppliers).
- ▶ Enrollment instructions.

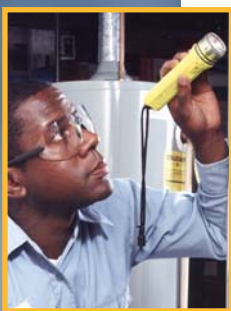
You have until 8:30 p.m. on December 30, 2004 to make your choice. A letter confirming your choice will be mailed to you. Your choice takes effect January 1, 2005 and continues through December 31, 2005.

Whether you purchase your electricity supply from RG&E or an ESCO, RG&E will continue to safely and reliably deliver your electricity.

## RG&E IS YOUR ENERGY DELIVERY COMPANY

Your electricity price is made up of **delivery** and **supply** charges. The **delivery** charge is what you pay RG&E to transport your electricity to your home or business. The **supply** charge is what you pay for the electricity purchased on your behalf by RG&E or an ESCO.





# *Keep* **your family** *safe this winter*

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

First, 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.

Second, 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, call us at **1.800.743.1702** or call 911.

### **\*Carbon monoxide can be deadly...**

If not working properly, heating systems that burn oil, natural gas, propane, kerosene, wood or coal can produce carbon monoxide (CO), a colorless, odorless gas. When inhaled, carbon monoxide crowds out life-sustaining oxygen from your red blood cells. Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

**If you suspect a carbon monoxide problem, play it safe – get fresh air and seek medical attention. And, if you are an RG&E natural gas customer, call us at **1.800.743.1702** or call 911.**

*We'll respond promptly to make sure everything is safe.*



# Considering a generator?

## *Consider this first.*

Emergency generators have become a popular way to supply stand-by electricity. When properly sized, installed and operated, stand-by generators (also known as emergency or back-up generators), can safely power electrical equipment during power interruptions.

However, you must follow proper procedures, or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into RG&E's lines, placing RG&E people who are working to restore service in danger.

Consider getting RG&E's free *Emergency Generator Safety Booklet*. This brochure gives a brief description of generator types and models, basic operation, information on proper sizing, and a checklist of generator safety guidelines.

It's available at [www.rge.com](http://www.rge.com) or by calling **1.585.771.2163**.



**Note:** Before purchasing a natural gas-fired generator, you should contact RG&E at 1.585.771.2163 to ensure that elevated delivery pressure is available at your home or business.



## *Eastern Daylight Time*

### **ends Sunday, October 31.**

**Remember to set your clocks back. This is also a good time to replace batteries in smoke and/or carbon monoxide detectors.**

## Prepare now *for winter storms*

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

**Here are some ideas:**

- ❄ Keep flashlights, a battery-operated radio and a supply of fresh batteries easily accessible.
- ❄ Keep non-perishable food and bottled water supplies on hand.
- ❄ Make arrangements for an alternative place to stay in case of a long outage.



- ❄ Have at least one telephone that does not depend on electricity. (Cordless house phones will not work during a power interruption.)
- ❄ If someone in your home depends on electric life-sustaining equipment, such as a ventilator or kidney dialysis cyler, call us now at **1.800.743.2110**.



# Last minute outdoor projects?

## Stay safe when working outdoors



### Call ***before*** you dig

If your project calls for digging, be sure to first contact **Dig Safely New York** at **1.800.962.7962**. *Dig Safely New York* will notify utility operators in your area to mark any buried utility lines before you start your work. To use this **free** service, you (or your contractor) must call *Dig Safely New York* at least two days – but not more than 10 days – in advance of your work.

Contractors and customers who call *Dig Safely New York* should be prepared to describe the nature of the planned excavation work, the address of the work site and the two nearest cross streets, and contact information.

### Once the call is made, here is what happens:

- ✓ *Dig Safely New York* will tell the caller which entities (utilities and municipalities, for example) may have underground facilities near the work site.
- ✓ *Dig Safely New York* will then contact those entities.
- ✓ Each facility operator that is contacted by *Dig Safely New York* will let the contact person know that underground facilities have been marked off or that none are in the work area.
- ✓ Once the contact person has waited two full working days and has heard from each of the facility operators, excavation work can begin.

More information is available at [www.digsafelynewyork.com](http://www.digsafelynewyork.com).

**Dig Safely.  
New York**

Dig Safely and Dig Safely, New York are used under license from Dig Safe System, Inc.

- **Call Before You Dig**
- **Wait The Required Time**
- **Confirm Utility Response**
- **Respect The Marks**
- **Dig With Care**

**800-962-7962**  
[www.digsafelynewyork.com](http://www.digsafelynewyork.com)