

Energy ^{RGE AND} Lines

September 2004

VALUABLE CUSTOMER INFORMATION

→ **New look**
for an old favorite

With this issue we're introducing a new look and a new name. The new publication, *EnergyLines* replaces *Highlights*. Enjoy!



Visit **rge.com**
see our new look!

*Redesigned with you in mind. Convenience is just a click away at **rge.com**.*

Account Management services are quick, convenient and secure. Click here to:

- ▶ View your account
- ▶ Receive your bills online
- ▶ Turn on or turn off service
- ▶ Send in your meter read
- ▶ View other billing and payment services

Managing Energy Costs – services there to help you:

- ▶ Better understand your bill
- ▶ Read your meter
- ▶ Use energy wisely
- ▶ Choose your Electricity Supply Pricing Option

E-Billing for online **convenience, simplicity**

If you're looking to receive and pay your bills online, then join the thousands of others who enjoy the convenience and simplicity that E-Billing offers. If you are interested, go to **rge.com** and click on "Receive & Pay Bills Online."

rge.com

Call *RG&E's* **toll-free** *telephone numbers*

Use *RG&E's* new toll-free telephone numbers to call us or to obtain help quickly in natural gas or electric emergencies.

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

voice
your choice



▶ **COMING SOON TO YOUR MAILBOX**

If you are an **RG&E** electricity customer you will be receiving an **RG&E Voice Your Choice enrollment kit** in **October**.

This kit provides information on the Electricity Supply Pricing Options available to you beginning January 1, 2005 through December 31, 2005. You can purchase your electricity supply from **RG&E** or another energy supplier (called an energy services company or **ESCO**).

Enrollment kits will also be available at **rge.com** beginning October 1, 2004.

You'll have until 8:30 p.m. on December 30, 2004 to choose your Electricity Supply Pricing Options.

For more information about **RG&E's** *Voice Your Choice* program or a complete list of qualified energy suppliers, visit **rge.com** or contact us after October 1 at 1.800.RGE.VYCNOW (1.800.743.8926).

