



Reliable people, reliable power, our plan delivers

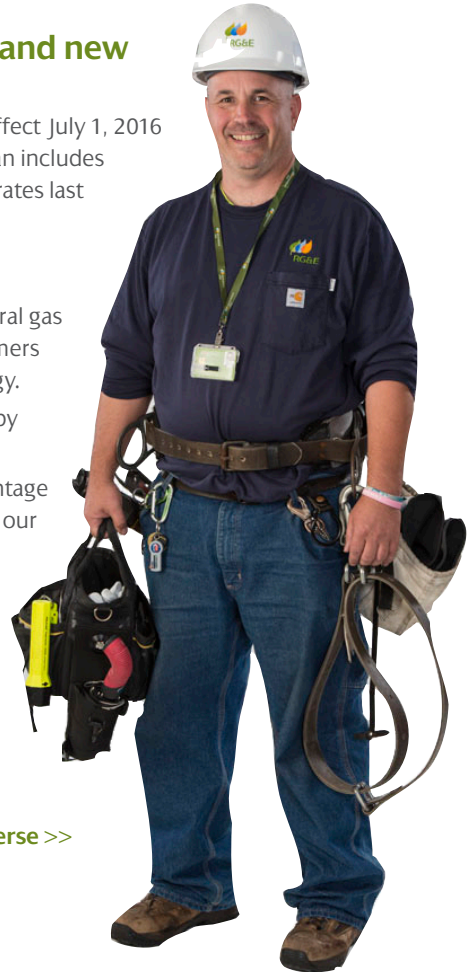
Our service plan supports enhanced reliability and new services for you

Our new plan for electricity and natural gas delivery service went into effect July 1, 2016 with approval by the New York State Public Service Commission. The plan includes system and service enhancements and new pricing plans. Our delivery rates last changed in September 2012.

Highlights of our three-year service plan include:

- Enhancements to the safety and reliability of our electricity and natural gas delivery systems, and expansions to innovative programs for consumers as our companies – and the utility industry – embrace new technology.
- Improvements in the safety and reliability of our natural gas service by accelerating the replacement of aging natural gas mains.
- Expansion of our rebate program to help more customers take advantage of natural gas service, and providing new funding options to expand our natural gas system to serve new communities.
- Increased tree trimming that will assist us in maintaining reliability for our electricity customers.
- Leading the Energy Smart Community, an innovative project using technology and consumer engagement in the Ithaca region. Results from this program will help determine feasibility for all of New York.
- Expanded assistance available for our lower-income customers.

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Additional information about changes in electricity and natural gas delivery charges for residential and nonresidential customers is available at rge.com (click on “For Suppliers and Partners,” then on “Pricing and Tariffs” and then on “PSC Filings”).

- Although electric delivery revenues are increasing, residential electricity customers with an average use of 600 kilowatt-hours/month who purchase their electric supply from RG&E can expect an estimated monthly total bill decrease of 31 cents during the first year of the plan. This is primarily due to a reduction in the merchant function charge.
- During the first year of the plan, residential natural gas heating customers using 960 therms/year who purchase their natural gas supply from RG&E can expect an estimated monthly bill increase of \$1.83.
- During the first year of the plan:
 - > **Regular Residential Customers:** The electricity delivery charge will increase 0.22 cents per kilowatt-hour.
 - > **Time-of-Use Customers:** The electricity delivery charges will increase 0.19 cents per kilowatt-hour for Service Class 4, Schedules I and II.
 - > **Residential Natural Gas Customers:** Natural gas delivery charges will increase 3.34 cents per therm for the 4- to 100-therms block, 3.11 cents per therm for the 101- to 500-therms block and 2.75 cents per therm for the 501- to 1,000-therms block. There are no changes to the over 1,000-therms block.
 - > There are no changes to electric and natural gas monthly customer or minimum charges.

