

## New Electricity Supply Choices in Effect January 1, 2010, No Set Enrollment Period



Effective January 1, RG&E will no longer offer a fixed price for electricity supply, so this fall we will not conduct the **Voice Your Choice** supply choice enrollment program. Instead, we will offer two options: RG&E Supply Service, a variable price option for electricity supply, or ESCO Supply Service, with supply provided by an energy services company (ESCO). You can select either choice at any time after January 1, 2010.

**To learn more**, visit [rge.com](http://rge.com); choose "Usage and Safety" then click on "Choose an Energy Supplier," or read on for answers to frequently asked questions.

**What happens on January 1?** Customers currently enrolled in the RG&E Fixed Price or RG&E Variable Price options will be placed in the RG&E Supply Service option unless they select an ESCO for their electricity supply.

Customers already receiving their electricity supply from an ESCO under the ESCO Price Option or the ESCO Option with Supply Adjustment will be placed in the ESCO Supply Service option, unless the customer or ESCO chooses to discontinue service. If you are an ESCO customer and you have questions about your ESCO service, please contact your ESCO directly.

**Interested in ESCO supply?** You can select ESCO service at any time. ESCOs may offer a fixed or variable supply price. Please contact ESCOs for more information or offers – a list of ESCOs can be found at [rge.com](http://rge.com) (click on "Usage and Safety," then on "Choose an Energy Supplier" to learn more).

**What does my electricity bill consist of?** Your electricity price is made up of delivery, supply and transition charges. The delivery charge is what you pay RG&E to transport electricity to you over our pipes and power lines and is the same fixed charge with any supply option you choose. The transition charge reflects the costs of making the electricity industry more competitive and will be the same variable amount with either supply option you choose. The supply charge is what you pay your supplier (RG&E or an ESCO) for the electricity you use.

**What is an energy services company or ESCO?** An ESCO is an unregulated business that sells electricity or natural gas supply directly to you while RG&E continues to deliver your electricity or natural gas supply. In New York, ESCOs must receive a determination of eligibility from the Public Service Commission (PSC). RG&E is involved in this process to ensure that the ESCOs meet certain financial security requirements and comply with the terms of service. Visit [rge.com](http://rge.com) or call **1.800.743.2110** for a list of qualified ESCOs.

**If I decide to have an ESCO provide my electricity and/or natural gas supply, whom do I call if I have problems with service?** You still call RG&E for service problems, power interruptions, energy delivery, billing questions, natural gas emergencies and the like. RG&E will continue to safely and reliably deliver your energy with any supplier you choose. If you have questions about your energy supply or the supply portion of your bill, you should contact your ESCO directly.

**May I still arrange for RG&E Budget Billing?** Yes, allowing you to spread your annual electricity cost evenly throughout the year, Budget Billing is available for both electricity supply options. Check with ESCOs to determine if Budget Billing is available for the supply portion of the ESCO Supply Service.

**Can I continue to receive my electricity supply at a fixed price?** RG&E no longer offers a fixed price for electricity supply. A fixed price may not guarantee savings on your energy bill. ESCOs may offer both fixed or variable supply options – please contact an ESCO to learn more.

# Winter Energy Tips

## Need Help With Winter Heating Bills?

- > **You might be eligible for a Home Energy Assistance Program (HEAP) grant.** HEAP is a federal program that provides financial assistance to eligible households. The 2009-2010 HEAP season began November 2 and closes when funds are exhausted. HEAP grants can be used to pay heating bills or for other energy-related emergencies; eligibility depends on household income and family size. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (at right). It's important to apply early, since funding for HEAP is limited. **For more information or to apply, contact your county's Department of Social Services.**
- > **Residential Energy Consumer Assistance Program (RECAP) can help.** If you are income-eligible, you can save on your monthly bills and get weatherization and budget assistance. Learn more at [rge.com](http://rge.com) or contact us at **1.877.266.3492**.
- > **The Red Cross/RG&E Heating fund** can help income-eligible families with energy emergencies. Contact your local Red Cross Chapter to learn more.

**IF YOU ARE HAVING TROUBLE PAYING YOUR RG&E BILLS**, don't wait, contact us immediately at **1.877.266.3492** – together we can work on a solution.

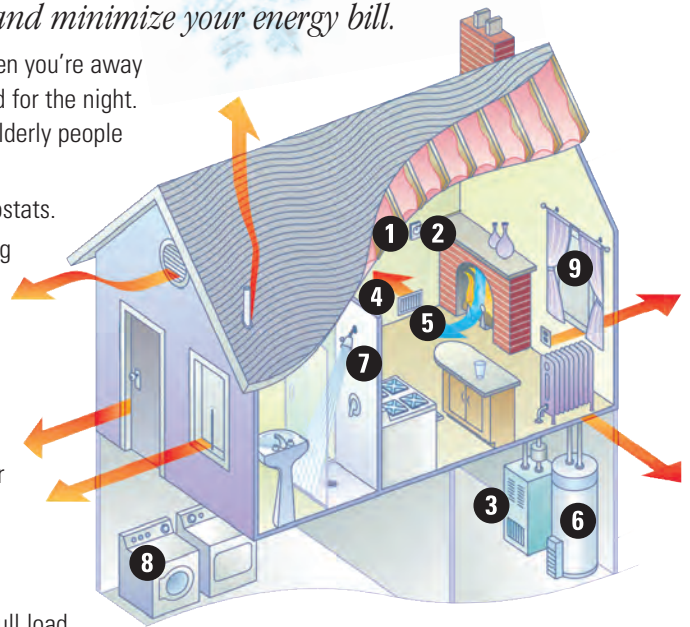
### Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,030
2	\$2,654
3	\$3,279
4	\$3,903
5	\$4,528
6	\$5,152
7	\$5,269
8	\$5,386
9	\$5,503
10	\$5,620
11	\$6,029

## Prepare for an Energy-Wise Winter

*Maximize your home's energy efficiency and minimize your energy bill.*

1. Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if you have frail, ill or elderly people or infants in your home.)
2. Install automatic set back or programmable thermostats.
3. Change or clean furnace filters once a month during the heating season.
4. Warm air rises, so use registers to direct warm airflow across the floor.
5. Close vents and doors in unused rooms and close fireplace dampers when not in use.
6. Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
7. Install water-flow restrictors in showerheads and faucets.
8. Run washing machines and clothes dryers with a full load.
9. Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.



**Take the worry out of bill payments.** Budget Billing spreads your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance. For more information or to enroll, visit [rge.com](http://rge.com) or call us at **1.800.743.2110**.

Check [rge.com](http://rge.com) and read our bill inserts for more information on using energy wisely. Some simple steps can go a long way.



For more energy-wise tips, visit [rge.com](http://rge.com).



**Carbon monoxide (CO) is a colorless, odorless gas that is a product of the incomplete burning of natural gas, propane, fuel oil, coal or wood.** It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and 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.

**TO PROTECT YOURSELF**, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a CO detector for your home.