



November 2016

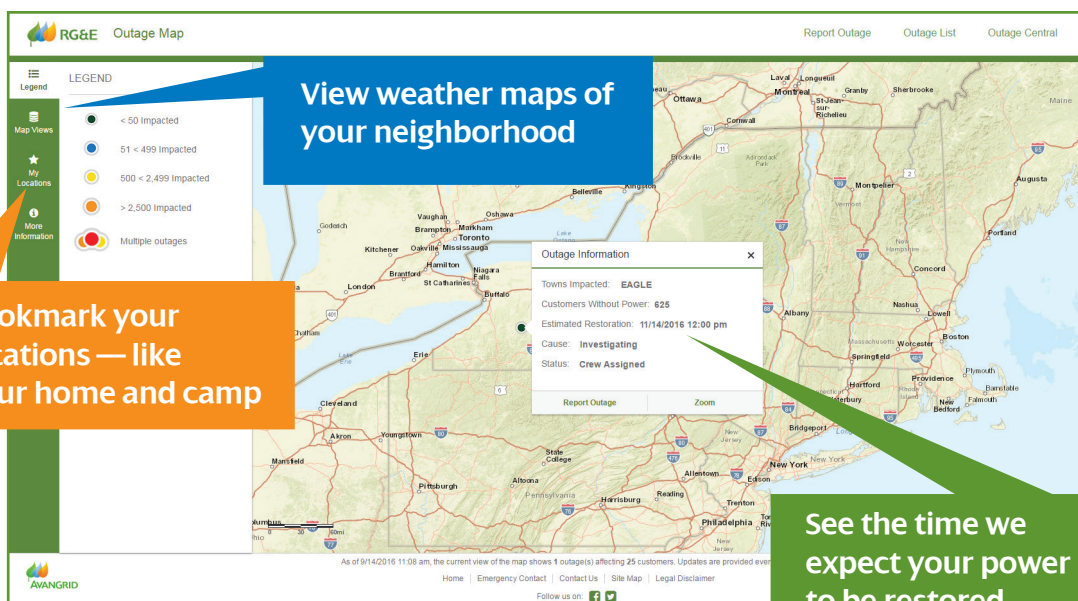
# EnergyLines

Save paper — sign up for eBill and view this newsletter online, too!

## We're ready and we want you to be ready, too

### Personalized information you need during an outage

With winter on its way, we want you to be prepared in outage situations. Now, you can get the personalized outage information you need if the worst weather strikes with our **Outage Alerts** and enhanced **Outage Map** features. These convenient online services, as well as other outage and safety information, are available to you at Outage Central on our website at [rge.com/outages](http://rge.com/outages) and on your smart phone.

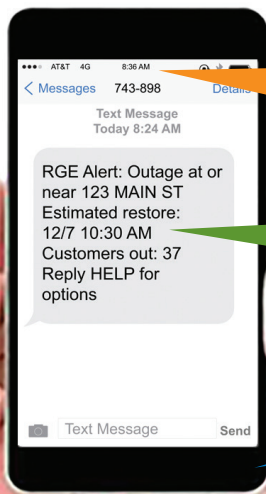


Set your alert on quiet time to receive them only when you want them

We'll restore power and keep you informed.

See an estimated restoration time so you can plan

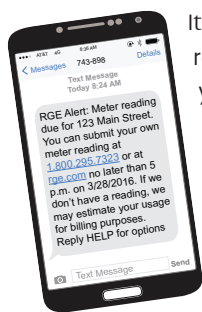
Receive alerts by text, email or phone if your power goes out



Information when and how you need it. We're ready.

Follow us on:  

## Be sure you're billed only for the energy you use



It's easy. Just be sure we have access to the meter when we're scheduled to be there for a reading. Your next scheduled read date can be found on the top of page 1 of your bill below your service address. You can also enroll in our **Meter Read Reminder Alerts** service and be notified of your meter reading date by text message, email or phone.

If it's inconvenient for you to provide access — or if you want to receive bills based on actual use for the months we're not reading the meter — you can send your meter readings online or by email or phone.

Learn how by visiting [rge.com](http://rge.com).

## Take action today to manage your winter bills

Take advantage of our services, energy savings tips and rebates to keep your energy bills in check this winter.

- Enroll in our **Budget Billing** service to spread your energy costs evenly over 12 months.
- **Facing an energy emergency? HEAP and EAP can help!** Learn more about your eligibility for energy assistance with a federal grant through the Home Energy Assistance Program (HEAP) and our Energy Assistance Program (EAP).
- We have **energy efficiency programs** offering rebates, low-cost energy-savings tips and energy assessment resources to save energy and save money.
- Visit our online **Your Energy Savings Store** to purchase energy-saving products including smart thermostats and more.
- **Compare and shop for your energy supply.** You can purchase your energy supply from us (at a variable rate) or one of many suppliers, also known as energy services companies or ESCOs.

Learn more by visiting [rge.com](http://rge.com). Take action today!

## Where does my electricity come from?

The electricity you buy can be generated using many different fuel sources. Suppliers of electricity are required by the New York State Public Service commission (PSC) to publish an environmental disclosure on the electricity fuel mix twice a year with the most recent data provided by the PSC, in this case for calendar year 2014.

### If you buy your electricity supply from RG&E:

- The majority of the electricity supply we deliver to you is purchased in the competitive market. The supply price varies each month as the market price of electricity fluctuates. We make no profit on the supply charge.

### If you buy your electricity supply from a supplier other than RG&E, and:

- Your supplier's charges are included in your RG&E bill, your supplier's environmental disclosure will be provided in a separate bill insert in a future RG&E bill.
- You are billed directly by your supplier, you'll receive environmental disclosure information from your supplier.

For more information on buying your electricity supply, or environmental disclosure, visit [rge.com](http://rge.com). You can also contact the PSC at **1.888.Ask.PSC1 (1.888.275.7721)** or visit [dps.ny.gov](http://dps.ny.gov).



### Fuel Sources Used to Generate Your Electricity

- January through December 2014
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	2%
Hydroelectric	5%
Natural Gas	10%
Nuclear	76%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	Less than 1%
Solid Waste	Less than 1%
Wind	5%
<b>Total</b>	<b>100%</b>

### Air Emissions Relative to the New York State Average

- January through December 2014

