



April 2012

EnergyLines

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We Now Have Convenient Self-Service, Quick Pay Kiosks

If you need to pay your RG&E bill quickly and get on to other errands, consider using our new convenient self-service kiosks, that will be available in all of our walk-in office locations by the end of April.

To make a quick and secure payment, just have your payment stub or account number handy. We will accept cash (bills only), checks, PIN-less debit cards and credit cards at the kiosk. Any excess credit will be applied to the following month's bill.

- All **cash and check transactions** will be **free**.
- **Credit and PIN-less debit card transactions** will be subject to a **\$4.95 convenience fee** paid to a third-party vendor.

Our kiosk is bilingual – follow the prompts to choose English or Spanish.



Stay Safe When Working Outdoors

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities marked is essential to protect yourself from injury and prevent damage to underground utility lines. Having underground utilities marked is easy – simply call **811** at least two working days (not including the day you call) but not more than 10 working days before you plan to start your project. (If you choose, you can call *Dig Safely New York* directly at **1.800.962.7962**.)



**Know what's below.
Call before you dig.**



Look Up...Look Out!

When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."



Remember:

- Water and electricity **NEVER** mix. Keep power tools away from water, including rain, wet ground, swimming pools, sprinklers and garden hoses.
- Have a licensed electrician add weatherproof covers and GFCIs (ground-fault circuit interrupters) to outdoor electrical outlets to protect against electrical shock.
- Leave cutting and pruning of trees near power lines to professionals. A tree or limb that comes in contact with a power line could be deadly.

Join us in celebrating Earth Day, Sunday, April 22.

Maintaining Reliability by Managing Trees and Vegetation

To help avoid service interruptions, we clear vegetation from around thousands of miles of power lines. To learn more about our pruning methods, visit rge.com, click on "Usage and Safety," "Electrical Safety" and then on "Trees and Power Lines."



Environmental Update

- RG&E is required by the New York State Public Service Commission (PSC) to publish this information twice a year with the most recent data provided by the PSC, in this case for calendar year 2008.
- **If you receive your electricity supply from RG&E**, your environmental disclosure information is provided here. It is also available at rge.com, click on "Giving Back" and then on "In the Environment."
- **If you receive 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 that may not be at the same time as when the RG&E's disclosure information is provided.
- **If you buy your electricity from a supplier other than RG&E, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.
- For more information on environmental disclosure, contact the PSC at [1.888.Ask.PSC1](tel:18882757721) (1.888.275.7721) or visit dps.ny.gov.



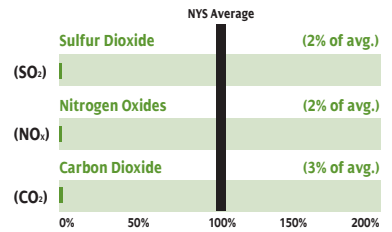
Fuel Sources Used to Generate Your Electricity

- January 2008 through December 2008
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	Less than 1%
Hydroelectric	2%
Natural Gas	1%
Nuclear	96%
Oil	Less than 1%
Solar	0%
Solid Waste	Less than 1%
Wind	Less than 1%
Total	100%

Air Emissions Relative to the New York State Average

- January 2008 through December 2008



RG&E's sources of electricity supply are cleaner than the New York State average.



Plant the Right Tree

Trees are valuable additions to our neighborhoods. However, trees that come in contact with power lines are a leading cause of power interruptions. If you're thinking about planting a tree near power lines, check with the Arbor Day Foundation for **low-growing varieties** that will add beauty to your property without interfering with power lines. Learn more at arborday.org or call [1.888.448.7337](tel:18884487337).

