



June 2012

EnergyLines

Go paper-free – rge.com/online

Win a Year's Worth of Free Electricity or Natural Gas!

Enroll in free e-Bill or Autopay service by July 12 and you could win up to \$1,500 in RG&E bill credits

Enroll in our free e-Bill service and:

- View and pay your bills online. Set e-mail alerts and reminders.
- View up to 13 months billing history.
- Help the environment – no more paper, stamps or envelopes.

Enroll in our free Autopay service and:

- Never worry about missing a payment.
- Have your RG&E payments deducted from your bank account 23 days after we send your bill.
- Simplify your life – no more checks or stamps.

Combine e-Bill with Autopay to go paper-free and never miss a payment; plus **your name will be entered to win twice; doubling your chances.**

Terms and conditions apply to the year of free RG&E electricity or natural gas (up to \$1,500 in RG&E bill credits).

Enroll today!

Go
paperfree
save time, save money

To enroll in e-Bill and/or Autopay, or to enter to win and for complete contest details, visit rge.com or call 1.800.743.2110.

Enrollment in e-Bill and/or Autopay not required to participate.

Use Energy Wisely This Summer

While summer makes us less dependent on energy for light and heat, we can still practice wise energy use.

Staying cool indoors >> Have storm windows that you usually replace with screens? Consider which windows you actually open. Leaving some storm windows in place may keep rooms cooler, especially if you use air conditioning. Another "cool" technique is to close blinds and drapes during the day to block direct sunlight.

Air conditioning tips:

- Set the thermostat no lower than 78 degrees – higher if you will be away from home.
- Keep curtains and furniture away from air intakes and vents.
- Avoid cooking, baking and other indoor heat-producing activities on hot days.
- Whenever possible, use fans instead of air conditioners.

Follow the manufacturer's recommendations to keep your air conditioner in tip-top shape.

Fans:

- Attic, window, floor and table fans are all cost-effective ways to make your home more comfortable.
- Consider attic or "whole-house" fans as they are often the best choice to economically cool your home.

Talk with your appliance dealer or home center specialist to find the best fan for your home.



For more energy-wise tips, visit rge.com.



GET
\$30

Rethink. Recycle. Reward.

Unplug and recycle your second refrigerator or freezer and you'll get \$30 and could save up to \$150 a year on your electricity bill. Plus we'll give you **six compact fluorescent light bulbs** FREE when we pick up your old unit! Call 1.877.691.0021.

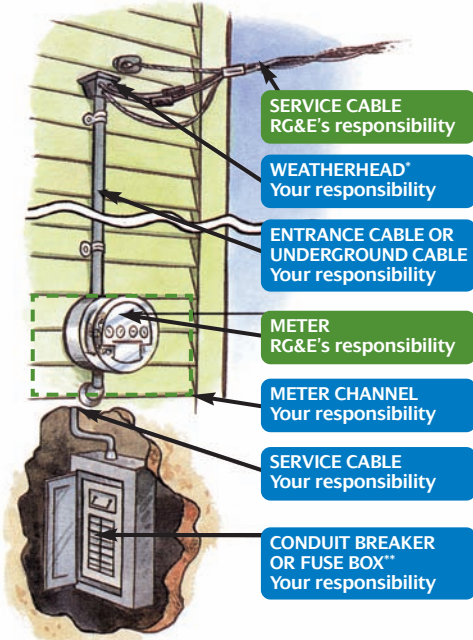
Visit rge.com/energyefficiencyprograms for more information and eligibility requirements. Other rebates and incentives are available for:

- Multi-Family Buildings
- Residential Natural Gas Customers
- Small Businesses
- Commercial, Industrial and Municipal Customers

Who's Responsible for What

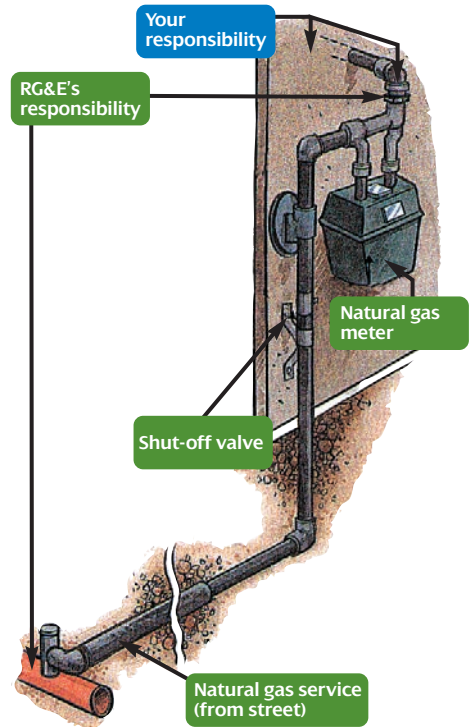
Electricity Service: RG&E is responsible for the lines leading to the weatherhead and the meter. You are responsible for the wire and conduit from the weatherhead to the meter, and the wire from the meter into your home or business. If your service is underground, the cable from the transformer to the meter is your responsibility.

If your customer-owned equipment is damaged, you will need to have a qualified electrician make repairs. Some locations require a licensed electrician. Depending on the repairs needed, they may require an inspection by an approved agency prior to RG&E reconnecting service. Normally your electrician will coordinate this.



* WEATHERHEAD (Service Head) - A type of conduit used to prevent entry of rain into the service entrance cable.
** CONDUIT - Pipe, tube or tile for receiving and protecting electric wires.

Natural Gas Service: In most cases, if a problem exists in a natural gas service line or meter, it is RG&E's responsibility to fix it. All natural gas pipe from the meter into your home or business and inside your home or business, along with your natural gas appliances and equipment, are your responsibility.



If you suspect a natural gas leak or carbon monoxide problem, **GET UP, GET OUT** and call us from a neighbor's phone at **1.800.743.1702**. We'll respond quickly to make sure you and your family are safe.

Stay away from downed power lines – even lines that appear “dead” can be deadly.
Call us immediately at **1.800.743.1701**.

Sometimes We May Need to Cut Back on Power Use

When heat and humidity drive up electricity use, there may be a rare occasion when the statewide demand for electricity outpaces the available supply. To protect the state's power delivery system in the event of inadequate supply, the New York Independent System Operator (NYISO) could require all utilities to take immediate action to reduce stress on the grid.

Steps to protect the system may include reducing voltage and calling on customers to reduce their use of electricity. While it's unlikely, as a final step to relieve stress on the grid, we could be directed to temporarily shut off electricity to selected areas for an hour at a time. As these "controlled interruptions" end in one area, they might then move on to other areas until the high demand for electricity passes.

We don't anticipate any shortages of electricity this summer. Even so, it's always a good idea to be prepared for power interruptions, regardless of their cause.

