



February 2012

EnergyLines

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Helping Those In Need With The Power of Your Dollars

The Red Cross/RG&E Heating Fund is a partnership between the American Red Cross Greater Rochester Chapter and RG&E. This fund, supported by our customers, employees, the company and the community, provides emergency financial assistance to those who are not eligible for government assistance programs such as HEAP.

Since 1984, the Red Cross/RG&E Heating Fund has helped nearly 16,500 households by distributing grants totaling more than \$5.5 million.

If you haven't contributed but are interested in helping your neighbors in need, please check out the three ways you can give below. If you have contributed, whether one time or through automatic giving, please accept our thanks.

1. Through automatic giving – visit rge.com (click on "Giving Back" and then on "In the Community").
2. Add exactly **\$1, \$2 or \$5** to your next RG&E bill payment.
3. Send a check payable to the Red Cross/RG&E Heating Fund to: Red Cross/RG&E Heating Fund, American Red Cross Greater Rochester Chapter, 50 Prince Street, Rochester, NY 14607.

♥ The Red Cross/RG&E Heating Fund is a joint effort of RG&E and the American Red Cross.



New Outage Map

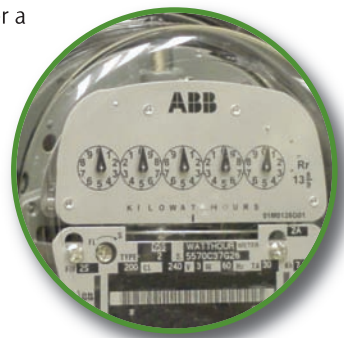
Check out our new outage map at rge.com. The new map allows you to see the general location of power interruptions, while our outage listing provides information by county, town and street, along with restoration information. You can also report an outage or get specific updates for your location by entering your account number, phone number or using your login ID and password.

Sign Up for Our Meter Reading Reminder Service

Want a reminder when a reading is due? Enroll in our Meter Reading Reminder Service at rge.com (click on "Reading Your Meter" and then on "Reminder Service"). You can choose to receive an e-mail, phone or postcard reminder. The e-mail reminder includes links to enter a reading online, update the meter read reminder e-mail address or to contact us.

You can provide your meter readings:

- **Online at rge.com**, click on "Your Account" and then on "Submit a Meter Reading."
- **By telephone** using our self service line at **1.800.295.7323**.
- **By e-mail** – Take a photo of the meter(s) and e-mail an electronic image to customer_service@rge.com. Please put your meter number(s) in your e-mail subject line.
- **By mail** using our reminder postcard.



Daylight-Saving Time Begins Sunday, March 11.

When setting clocks ahead, don't forget to replace batteries in battery-operated smoke alarms and carbon monoxide detectors.

Trees: A Leading Cause of Power Interruptions

We are proud to be your provider of reliable, essential electricity service. When power is interrupted, it is often due to a tree coming into contact with our power lines. To minimize interruptions, we prune or remove vegetation in our rights of way.

Removing Trees Near Transmission Lines

High-voltage transmission lines move large amounts of power from where it's produced to our local distribution system. In addition to our regular transmission maintenance work, as a direct result of the 2003 blackout (where tree limbs came into contact with transmission lines in Ohio) the New York State Public Service Commission does not allow trees to be pruned when they have the capacity to grow close to, come into contact with or fall into a high-voltage transmission line: in those cases, utilities must **remove** the trees.

Pruning Or Removing Trees Near Distribution Lines

For distribution lines – the power lines that deliver electricity to homes and businesses – we may prune or remove trees and vegetation depending on the situation. Any pruning we do follows American National Standards Institute (ANSI) standards and Tree Care Industry Association (TCIA) guidelines.

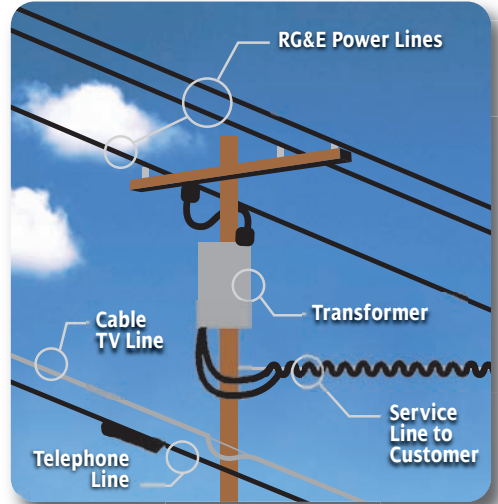
If you believe trees around utility lines need to be removed or pruned, we encourage you to contact the appropriate utility company (see the illustration to the right to help you identify utility lines). Vegetation on or near your electricity service wires can be pruned by qualified tree contractors. **Do not attempt this work yourself.**

To learn more visit rge.com, click on "Usage and Safety" and then on "Electrical Safety."

Plan Before You Plant or Build: Consider the location of distribution lines when planting or doing construction work. Never plant or build anywhere near transmission lines.

Our Tree Debris Removal Policy:

- During scheduled tree work in residential and landscaped areas, we chip and remove smaller branches and cut larger ones into easy-to-handle lengths to leave behind.
- When customers request that we clear vegetation outside of our schedule or in rural, non-landscaped areas, we leave the cut material behind.
- Following storms, our priority is to restore electricity service quickly, so when we have to cut vegetation, we leave cut material behind in all cases.



For Your Safety:

- Never attempt to remove tree debris when downed power lines may be entangled.
- Leave cutting and pruning of trees near power lines to professionals. A tree or limb that contacts a power line could be deadly.
- Remind children not to climb trees near power lines.

Pay Your Bill Your Way

Our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- **Enroll in our Autopay (electronic funds transfer) service** by completing the form on the back of your bill payment stub or **enroll online** at rge.com. With Autopay, RG&E will deduct your amount due from your bank account 23 days after we mail your bill.
- **Go paper-free with our e-Bill service** – save stamps, checks and paper. You can combine Autopay and e-Bill to ensure you never miss a payment.
- **Use our e-Payment service** to make a secure electronic payment from your checking account while still receiving a paper bill. No enrollment or login needed, pay online at rge.com or call our self service line at **1.800.295.7323**.



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