



August 2013

EnergyLines

Go paper-free – rge.com/online

Win a \$100 Wegmans Gift Card!

Sign up for our free paper-free *e*-Bill and/or Autopay (electronic funds transfer) services by January 12, 2014 and you could win a \$100 Wegmans gift card.

1 Enroll in our free *e*-Bill service and:

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

2 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 mail your bill.
- Simplify your life – no more checks or stamps.

3 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.



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

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



Go paperfree
save time, save money

RG&E promo entries must be received by January 12, 2014 with monthly winners for June through December 2013. Wegmans is not affiliated with RG&E nor is Wegmans a sponsor, co-sponsor or endorser of this offer, nor is Wegmans liable or responsible for any actual or alleged claims related to this offer. Other restrictions may apply.

Pay In Person

Need to make a payment fast and in person? Pay at an RG&E customer service office or use one of our approved pay agents – and any Walmart or Kmart location nationwide – to have a payment post the next business day.

Pay at pay agents. Pay agents do charge a convenience fee for their service and accept cash, money orders or payments using debit cards with PIN code access (some also accept checks). Please bring your bill payment stub with you.

If you have a termination notice which will soon expire, call us at **1.877.266.3492** (Monday through Friday 7 a.m. to 7 p.m., excluding holidays) prior to making payment at a pay agent.

Pay at an RG&E office. You can drop your bill payment off at one of our 8 area RG&E customer service offices. For a listing of office locations and hours, visit rge.com.

Need to get money to us fast? For the fastest payment posting and processing, make an electronic check payment anytime using our *e*-Payment service at rge.com or by calling our self service line at **1.800.295.7323**. There is no charge for this service.



Live and Go Green

Join RG&E and other sponsors at the **Greentopia Festival** on September 10 – 15 at High Falls in Rochester to learn how you can incorporate sustainability into everyday living. The festival includes family activities, and products and programs that help to restore the planet, promote green living – and even help you save money. Learn more at greentopiafest.com.

Trees: A Leading Cause of Power Interruptions

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 may grow too 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.

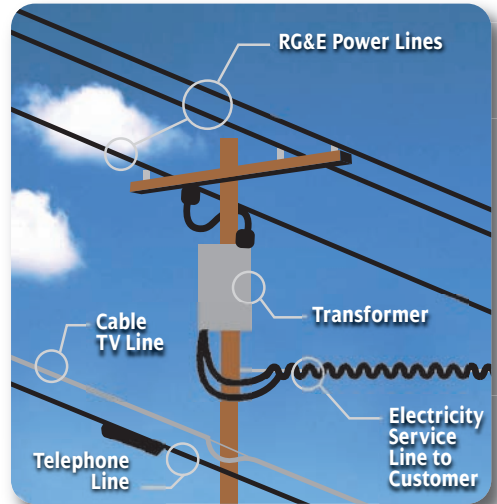
If you believe trees around utility lines need to be removed or pruned, we encourage you to contact the appropriate utility company (see the illustration to the right to help you identify utility lines). Vegetation on or near your electricity service wires should be pruned by qualified tree contractors.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

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

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.

Use Energy Wisely

There are still many opportunities to practice wise energy use this summer, which include staying cool indoors:

- Close blinds and drapes to block direct sunlight.
- Whenever possible, use fans instead of air conditioners.
- Attic fans, window fans, floor and table fans are cost-effective ways to stay cool.
- Window fans provide better ventilation.
- Set your air conditioner thermostat no lower than 78 degrees – higher if you will be away from home.
- Avoid cooking, baking and other indoor heat-producing activities on hot days.



For more energy-wise tips, visit rge.com

Earn rewards as you lower your energy bill. Learn more at rge.com.

 **energysaver**