



## In the News

Energy East, the parent company of RG&E, recently announced that it will be acquired by IBERDROLA, an environmentally-focused global energy company with more than 26,000 employees and 24 million customers headquartered in Bilbao, Spain.

IBERDROLA has more than 6,500 megawatts of wind generation – the largest wind portfolio in the world – and almost 10,000 megawatts of hydroelectric generation. In the U.S., IBERDROLA owns and operates the largest wind facility on the East Coast – Maple Ridge, in upstate New York – and has 19,000 megawatts of wind generation under development.

While IBERDROLA is a global company, its operations are managed locally. We will continue to operate under the RG&E name and you can continue to rely on the same local people you have come to know and trust to provide exceptional customer service.

We expect the transaction to be completed in 2008 following receipt of the required approvals.

## Extend Summer Fun with Natural Gas

It's easy to extend your summer days and nights with natural gas. From grills and outdoor fireplaces to pool, spa and deck heaters, natural gas will help you keep the summer fun going well into fall.

Always available when you need it and less expensive than propane, natural gas is the perfect energy choice for your outdoor appliances. It's also environmentally friendly – the cleanest burning of all fossil fuels. Additionally, more than 90% of our natural gas is from North America, including wells right here in New York.

Visit your local home remodeling center or appliance retailer today and see all of the great natural gas appliances that are available for outdoor living.

>> View our *Comforts of Home* magazine to learn more about natural gas products at [rge.com](http://rge.com).



## Advanced Metering Will Benefit Customers and the Environment

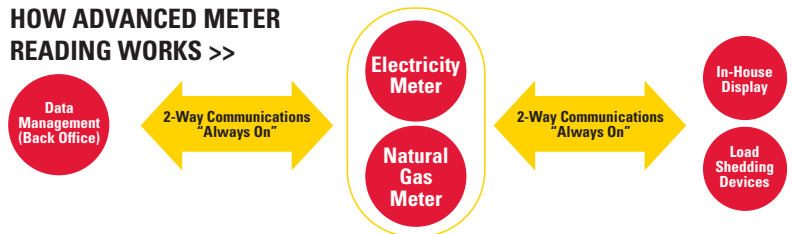
Imagine that the RG&E meters at your home or business never need to be read again, yet you'll be guaranteed bills every month based on your actual energy use. Imagine that your meter would alert RG&E about a power interruption – so you don't have to.

These are just two benefits of the advanced meters RG&E plans to deploy across the state beginning next year, pending Public Service Commission (PSC) approval.

Plus, using detailed information from an advanced meter, you could reduce your energy use during times of high demand and reduce your overall energy use. Besides the benefit of lowering your energy bills, reducing energy use during times of high demand can delay the need to construct new power plants. Reduced energy use translates to environmental benefits – each 100 megawatts of reduced use could lower carbon emissions by more than 500,000 tons per year, a reduction equivalent to planting 68 million trees or taking 71,000 cars off the road.

We'll keep you informed on the progress of our advanced metering plan filed with the PSC. To review the plan, visit [rge.com](http://rge.com) and click on "Pricing and Tariffs" and then on "PSC Filings."

### HOW ADVANCED METER READING WORKS >>



# Prevent Carbon Monoxide Poisoning; Call Us if You Smell Natural Gas

With the heating season right around the corner, here are *two* important safety tips for you to remember:

- 1.** Carbon monoxide is a colorless, odorless gas that is a product of the incomplete burning of natural gas, propane, gasoline, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death. **To protect yourself, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a carbon monoxide detector for your home.**
  - 2.** Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call RG&E immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.
- >> If you are an RG&E natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at 1.800.743.1702.**



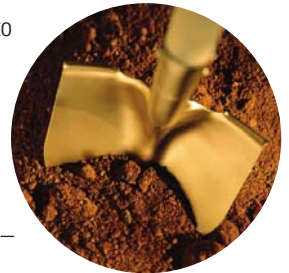
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## Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe thanks to the natural gas industry's vigilance in maintaining, operating and monitoring the nation's vast transmission and distribution system.

To support our work in providing safe, reliable natural gas service:

- 1.** Call **before** you dig. Contractors are required by law to call **Dig Safely. New York (811 or 1.800.962.7962)** at least two days but not more than 10 days prior to excavation work, and all customers are strongly encouraged to make this important call. One call provides notice to all operators of underground facilities to mark those facilities to help protect them – and ensure public safety – during excavation work.
- 2.** Call us if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present – even if you are not an RG&E natural gas customer.
- 3.** Respect rights of way on either side of underground pipelines. Whether along a public street or on private property, certain activities are likely to be restricted or prohibited in rights of way. Please be sure to check your deed or check with your municipality before planning any work (building a storage shed, barn or garage or putting in a pool, for example) if you suspect it may infringe on an underground pipeline right of way.





## Be Prepared for Storms

Rest assured, when a storm strikes, RG&E is ready to respond and restore power. You should be prepared, too. Here are few tips:

- Have flashlights, a battery-operated radio or television, and fresh batteries handy.
- Have a working telephone. *Note: Cordless phones and digital phones may not work during a power interruption.*
- Store adequate supplies of water and non-perishable food.
- Use surge protection. If you do not have surge protection, unplug sensitive electronic equipment – televisions, microwave ovens, VCRs and computers – that could be damaged by lightning or power surges.
- Know how to manually operate your garage door.
- If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now at 1.800.743.2110.** We'll keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours, and notify you before any planned interruption of your electricity service for maintenance.

### If Your Power Is Interrupted:

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. Then call us at **1.800.743.1701**.
- Listen to a battery-powered radio for updates.
- Turn off or unplug major appliances and sensitive electronic equipment.
- Leave a light turned on so you will know when power is restored.
- Avoid "peeking" into your refrigerator or freezer to help extend the length of time food will keep.

### Two Life-Saving Safety Tips:

- 1. Stay Away From Downed Power Lines**  
Stay far away and tell others to stay away from downed wires. Even lines that "dead" may be deadly. Call us immediately at **1.800.743.1701** to report any downed lines.
- 2. NEVER Enter a Flooded Basement**  
If flooding of your home or business is about to occur or has already occurred, call us immediately to turn off services.

>> **For more information,** read our *Weathering Storm Emergencies* brochure at [rge.com](http://rge.com).

## Be Safe When Using Generators

- Operate your generator outdoors in a clean, dry, well-ventilated area.
- Make sure all electrical connections comply with National Electric Code.
- **NEVER** connect a generator to an existing wiring system without an automatic transfer switch.
- **NEVER** overload your generator with too many appliances.
- **NEVER** let children play near a generator.

Read our *Emergency Generator Safety* brochure at [rge.com](http://rge.com) (click on "Safety Information") or call us at **1.585.771.2163**.





## Even Out Your Energy Costs

RG&E's Budget Billing service lets you spread your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance. For more information or to sign up for Budget Billing, visit [rge.com](http://rge.com) or call us at **1.800.743.2110**.

**If you are having trouble paying your RG&E bills**, don't wait, contact us immediately at **1.877.266.3492** – together we can work on a solution.

## Help Those in Need With the Power of Your DOLLARS

While we're enjoying warm weather now, let's not forget those who have trouble making ends meet, especially during the winter months. The Red Cross/RG&E Heating Fund is an energy assistance fund that helps eligible customers cope with unexpected energy emergencies. You can help make sure the dollars are there to assist people year round. There are **three ways** to contribute:

1. Add exactly \$1, \$2 or \$5 to your next RG&E payment.
2. Send a check payable to Red Cross/RG&E Heating Fund to: American Red Cross, Greater Rochester Chapter, 50 Prince Street, Rochester, NY 14607.
3. Through automatic giving – have RG&E add a whole dollar amount to your future bills.

Every dollar sent to the Red Cross/RG&E Heating Fund is tax-deductible and goes to help someone in need.



**Heating Fund**  
is a joint effort  
of RG&E and the  
American Red Cross



## Look Up ... Look Out!

Be careful around overhead power lines. When working around your house, remember that things such as aluminum siding, gutters and ladders conduct electricity, a situation that is hazardous. If any of these items touch an overhead power line, the results could be deadly.



## Turning On or Turning Off Service?

If you need your RG&E service turned on or off, let us know as soon as you know by calling **1.800.743.2110**, Monday through Friday. Don't wait to contact us as we can schedule your request months in advance!

So we can best meet your expectations, please contact us as far in advance as possible. In all circumstances we need **at least** 24 hours' notice. If the meter is inside, we will need to have you present or you'll need to make access arrangements with us in advance.



*Part of RG&E's commitment to the environment ...*  
printed with soy ink on recycled paper.