

Stay Safe When Working Outdoors



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

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.

Now having underground utilities marked is even easier – 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 still call *Dig Safely.New York* directly at **1.800.962.7962**.)

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. Call **1.800.743.1701** for electricity interruptions and emergencies, anytime.



REMEMBER:

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

We're Changing Spots!

To better serve you, by May 31 RG&E will relocate its downtown customer service office from the Triangle Building at East Main Street and East Avenue to the first floor of our offices at 89 East Avenue. Free, limited on-street parking will be available for customers near the new office location. Office hours will be 9 a.m. to 5:30 p.m.

We also have two other customer service offices in the city at 400 West Avenue and 256 Waring Road. Visit **rge.com** to learn more or for information on RG&E services.



For Emergencies, Call RG&E. Need Service? Call a Contractor.

Remember, for natural gas or carbon monoxide emergencies, call RG&E anytime at **1.800.743.1702**. For all non-emergency natural gas services such as those listed below, contact trained, **certified** equipment and appliance professionals who can help you.

- Furnace problems, low or no heat
- Stove and/or oven problems
- Second opinions on recommended work
- Safety inspections
- Dryer problems
- No hot water
- Heating, air conditioning or appliance repair

Services Designed with You in Mind

We strive to provide you with reliable and essential energy delivery. Our work doesn't stop there – we also have many services designed to meet the variety of needs you or your family members may have.

Life Support Customers >

If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now** and we'll notify you before any planned interruption of your electricity service for maintenance. We'll also keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours.

Hearing and Speech Impairment Assistance >

If you use a text telephone (TTY) device in your home, RG&E can respond to your customer service questions and provide 24-hour emergency service. Just dial **1.800.962.3293**.

Interpreter Service >

For customers who prefer to speak in a language other than English, we offer interpreter services when you call. We also have select materials available in Spanish at **rge.com**, our local offices and in local publications.

Large-Print and Braille Bills >

Your RG&E bill and our *EnergyLines* bill insert are available in large print and our bills are also available in Braille upon request at no charge.

Third Party Notification Service >

This service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.



Special Protection Service >

Notify us if everyone in your household is blind or disabled, 18 years of age or younger, or at least 62 years of age or older. In addition, notify us if anyone in your household relies on life-sustaining equipment or has a medical condition that depends on energy services.

Electronic Funds Transfer >

Take the worry out of remembering when your payment is due by enrolling in Electronic Funds Transfer. Each month, we'll automatically deduct your amount due from your checking account. Enrollment is easy – just complete the form on the back of your payment stub and return it with a voided check when you make your payment. Once enrolled, your bills will indicate "autopay" on the payment stub.

>> For more information, or to enroll
in any of these free services, visit **rge.com** or
call us at **1.800.743.2110**.



We Are Here to Help You

Services and programs that may assist you:



▶ **Deferred Payment Agreements:** We can set up an interest-free deferred payment plan based on your income. Contact us at **1.877.266.3492** to learn more.

▶ **Department of Social Services (DSS):** Offers programs such as four month payments, direct vouchered and guaranteed accounts.

▶ **New York State Research and Development Authority (NYSERDA):** Offers an array of grant, loan and education programs aimed at reducing energy demand and customer costs.

▶ **Red Cross/RG&E Heating Fund:** An emergency energy assistance program which specifically targets those who are not eligible for government assistance programs, such as HEAP.

The Red Cross/RG&E Heating Fund is supported by contributions from RG&E customers, shareholders and the community, and provides grants to eligible applicants **during the heating season or until funds are exhausted**. Over \$4.1 million has been distributed to nearly 13,000 families since the program began in 1984.

For more information on eligibility guidelines, contact your local chapter of the American Red Cross during the cold weather season.

▶ **Residential Energy Consumer Program (RECAP):**

- Serves RG&E's income eligible customers who have fallen behind on their utility payments.
- Offers customers an educational component and an affordable payment plan.
- Can help customers by reducing monthly bills and arrears forgiveness.

To be eligible for RECAP, customers must:

- Be an RG&E natural gas or electric heating customer.
- Meet the income guidelines established by the Home Energy Assistance Program (HEAP).
- Apply for the maximum number of HEAP grants available.
- Complete a budget counseling session offered through Consumer Credit Counseling Service of Rochester prior to enrollment.
- Not be receiving Department of Social Services (DSS) benefits, such as Guaranteed Payment Plan (GPP) or voucher programs.

Help Those In Need With the Power of Your Dollars



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

The Red Cross/RG&E Heating Fund is a seasonal energy assistance fund that helps eligible customers cope with unexpected energy emergencies.

There are 3 ways you can contribute:

1 Through automatic giving, have RG&E add a whole dollar amount to your future bills.

2 Add exactly **\$1, \$2, or \$5** to your next RG&E payment. We will forward the money to the American Red Cross, Greater Rochester Chapter.

3 Send a check payable to the **"Red Cross/RG&E Heating Fund"** to: the American Red Cross, Greater Rochester Chapter, 50 Prince Street, Rochester, NY 14607.



Stay Out of Hot Water!

Tap water that's too hot is a leading cause of burns for small children. If you have small children or elderly or disabled persons in your home, you may wish to lower your water heater temperature to 120 degrees Fahrenheit. In addition to providing safety from scalding, reducing the temperature is another way to manage your energy costs. Please refer to your water heater owner's manual for more details.



Sometimes We May Need to Cut Back on Power Use

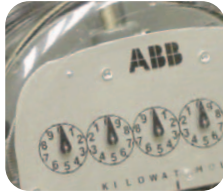
Because power use continues to rise in New York State, there may be a rare occasion – particularly in the summer – when the statewide demand for electricity may outpace the available supply. To protect the state’s power delivery system, the New York Independent System Operator (NYISO) could require all utilities to take immediate action.

As a final step to relieve stress on the system, 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, and RG&E’s power delivery system is in good shape to provide the electricity you need. Even so, it’s always a good idea to be prepared for power interruptions, regardless of their cause.

Options for Reading Your RG&E Meter

We make every attempt to read the meter every other month. On the months we do not read the meter, you will receive a bill based on estimated use. If you would prefer to be billed based on actual energy use, you can provide RG&E with a meter reading to replace the estimate.



If you wish to provide us with a meter reading, you can do so by:

- Using our secure meter reading form at rge.com.
- Calling our automated services line at **1.800.295.7323** and speaking or using your touch-tone phone keys.
- Returning a postcard, if you choose to enroll in our Meter Reading Reminder service (learn more at rge.com).



We must receive your meter reading during the “open billing window”:



- Meter reads that are entered at rge.com or over the phone must be received between two days before and two days after (up until 7 p.m.) the scheduled read date printed on your bill.
- Meter reads that are mailed using the Meter Read Reminder Service postcard must be received by the date printed on the postcard.

Feel the Magic Outside

Put some magic in your outdoor living space this summer with natural gas from RG&E. From grills to fire pits to outdoor fireplaces and pool and spa heaters, natural gas will help you create your own backyard oasis. Always available when you need it and less expensive than propane, it’s the perfect energy choice for your outdoor appliances. Visit your local home remodeling center or appliance retailer today and see all of the great natural gas appliances that are available for your outdoor living space.



Visit rge.com
and view our
“Comforts of Home”
magazine to learn more!



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