

Season's greetings

WISHING YOU AND YOUR FAMILY
A SAFE AND HAPPY HOLIDAY SEASON.

What kind of choicemaker are you?

Flip-flopper > Procrastinator > Researcher > Agonizer



Hint: if you plan to do last minute shopping this month or you haven't **Voiced Your Choice**, you might be a procrastinator. Break the procrastination trend by enrolling in an electricity supply pricing option today! While you have until **7 p.m. on December 28 to Voice Your Choice**, why wait to enroll? All the information you need is at rge.com, in your enrollment material or at **1.800.RGE.VYCN**ow (1.800.743.8926). If you choose a supplier other than RG&E (also known as an energy services company or ESCO), your supplier will enroll your account for you.



If you're agonizing over what to choose – relief is available. Visit rge.com for pricing information, the most up-to-date supplier list, descriptions of pricing options, frequently asked questions, enrollment material, information on how to enroll and more.

Be sure to
voice
your choice
for your electricity supply.

Environmental Update

- >> If you receive your electricity supply from RG&E, your environmental disclosure information is provided here. It is also available at rge.com.
- >> If you receive your electricity supply from a supplier other than RG&E and your supplier's charges are included in your RG&E bill, your supplier's most recent environmental disclosure was included in an earlier bill.
- >> If you buy electricity from a supplier other than RG&E, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.
- >> For more information on environmental disclosure, contact the New York State Public Service Commission at 1.888.Ask.PSC1 (1.888.275.7721) or visit dps.state.ny.us



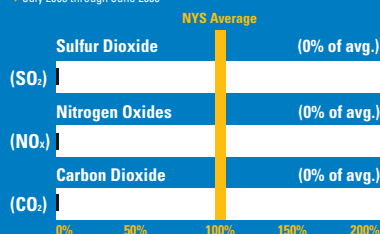
Fuel Sources Used to Generate Your Electricity

July 2005 through June 2006
Actual total may vary slightly from 100% due to rounding

Biomass	less than 1%
Coal	less than 1%
Hydroelectric	2%
Natural Gas	less than 1%
Nuclear	98%
Oil	less than 1%
Solar	0%
Solid Waste	less than 1%
Wind	less than 1%
Total	100%

Air Emissions Relative to the New York State Average

July 2005 through June 2006



RG&E's sources of electricity supply are cleaner than the New York State average. ▲

Generator Safety

Emergency generators are a popular way to supply stand-by electricity. When properly sized, installed and operated, stand-by generators (or emergency or back-up generators) can safely power electrical equipment during power interruptions. However, you must follow proper procedures or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into our lines, putting our people who are working to restore service in danger.

- **Portable** generators are smaller, stand alone and are not connected to any existing wiring system. Extension cords are used to connect portable generators to electrical equipment or appliances.



Typical portable generator

- **Stationary** (integrated) generators are typically much larger. They are built-in units connected directly to the wiring system of a home or business. *According to the National Electric Code, all generators connected directly to a home's or business's wiring system must use a double-pole, double-throw (DPDT) transfer switch to safely isolate the generator from utility power lines.*



Typical stationary natural-gas fired generator

A Special Note About Natural Gas-Fired Generators >> Many generators fueled by natural gas require a delivery pressure that's greater than RG&E's standard pressure. If the generator is not supplied with the manufacturer's suggested delivery pressure, it may not run. *Before purchasing a natural gas-fired generator, contact RG&E at 1.800.743.2110 to ensure an elevated delivery pressure is available to your home or business.* This is **NOT** available in all areas.



Watch Out For Meters When Removing Snow and Ice

When you remove snow and ice from driveways and sidewalks, make sure you know where our meters are so you don't damage them, inadvertently disrupt service to your home or business or put yourself in danger. Snow and ice can damage electricity and natural gas meters, natural gas pipes and natural gas regulators, so never bury them when you are shoveling, using a snowblower or plowing. When removing snow or ice from a roof, never let it fall on our meters and other equipment.

Also, natural gas appliance chimneys and vents should also be kept free of snow and ice to prevent carbon monoxide poisoning.

Pipeline Markers Show the Way

Whether you are at home, at work, or in a public place, it's likely you are in an area served by natural gas pipelines. Since pipelines are underground, line markers are sometimes used to indicate their approximate location along their route. The markers display the material transported in the line, the name of the pipeline operator, and the telephone number where the operator can be reached in the event of an emergency. Markers only indicate the general location of a pipeline and cannot be relied upon to indicate the exact position.



Ensuring Your Safety

Like all forms of energy, natural gas must be handled properly. RG&E works very closely with industry and government agencies to stay abreast of new technologies and security methods to ensure the highest levels of service and safety. Despite an excellent safety record, a natural gas leak caused by damage to a pipeline may pose a hazard and has the potential to ignite. A variety of measures are used to ensure pipeline safety including:

- Coordination with **Dig Safely. New York**
- Industry safety practices and government oversight
- Inspection programs
- Pipeline markers and facility mapping
- Design and construction practices
- Public education programs
- Workforce qualifications



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

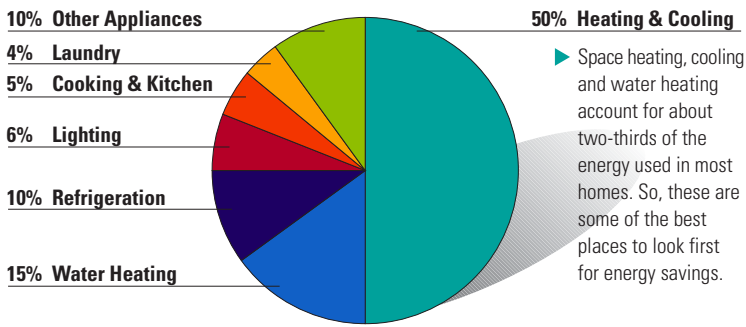
Now that the heating season has started, here are two important safety tips for you to remember:

1. Carbon monoxide (CO) 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 CO 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.**



Use energy wisely this winter

Energy Use in the Typical Household



HEAP Can Help With Heating Bills

Many households receive financial help each year from HEAP – the federal Home Energy Assistance Program. HEAP grants can be used to pay heating bills or for other energy-related emergencies.

To qualify for a HEAP grant, your household income must fall within HEAP guidelines (below).

It's important to apply early, since federal funding for this year's HEAP season is limited.

For more information or to apply for a HEAP grant, contact your county's Department of Social Services.

Use Energy Wisely

- Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. This may not be advisable if you have frail, ill or elderly people or infants in your home.
- Turn down thermostats automatically by installing automatic set back or programmable thermostats.
- Change or clean furnace filters once a month during the heating season.
- Warm air rises, so use registers to direct warm airflow across the floor.
- Close vents and doors in unused rooms and close fireplace dampers when not in use.
- Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
- Install water-flow restrictors in showerheads and faucets.
- Run washing machines and clothes dryers with a full load.
- Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.
- Install weather stripping on windows and doors.
- To keep air from leaking under a door, roll up a small rug or towel and place it across the bottom of the doorway.

Check rge.com and read our bill inserts for important information on using energy wisely. Some simple steps can go a long way.

Holiday Lighting Tips



- Use lights and extension cords that are approved by Underwriters Laboratories Inc. (UL) or other recognized testing organizations.
- Discard lights if they have any cracked sockets, loose wire connections or frayed wires.
- Always unplug lights when you leave home or go to bed.
- Don't overload electrical circuits.
- Extension cords used outdoors should be rated for outdoor use.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$1,876
2	\$2,454
3	\$3,031
4	\$3,609
5	\$4,186
6	\$4,763
7	\$4,871
8	\$4,980
9	\$5,088
10	\$5,196
11	\$5,626



Part of RG&E's commitment to the environment ...
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