



EnergyLines

Last minute outdoor projects?

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August 2006

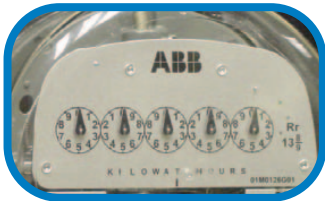
PRODUCTS & SERVICES THAT WORK FOR YOU

Coming Soon: A New Look to Your RG&E Bill and rge.com

This fall, RG&E will launch a new customer billing system to better serve you. With this new system will come a redesigned bill and a new 11-digit account number. We'll be keeping many of the things you've told us you like and adding some of the new things you've been asking for. Watch future issues of *EnergyLines* and rge.com to learn more.



ATTENTION >> In order to help us prepare to launch our new billing system, RG&E is adjusting our meter reading schedule in August, September and October. As a result, the dates we read your RG&E meter may be different than expected. Your bill may arrive earlier or later with a different due date than the one you usually have. This change in meter reading and billing will not increase or decrease your overall energy costs.



Reading The Meter is Easy and Convenient

Many customers read their RG&E meters to monitor their energy use. Others do it because it's not always convenient to provide our meter readers access to the meter.

If you read the meter, please keep in mind that we need access to the meter a least once every two years, and preferably every other month.

If the meter is inside and it is inconvenient for you to allow us access to the meter on the dates RG&E is scheduled, please let us know.

Meter Reading Services For Your Convenience

RG&E personnel 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:



Entering Your Meter Reading Online >> Use our interactive meter reading form at rge.com to submit your meter readings.



Mailing Your Meter Reading Postcard >> You must read the meter on specified dates, write the meter reading on the postcards exactly as shown on the meters, and mail the postcard to RG&E on the date specified.



Calling in Your Meter Readings >> If you prefer, call our automated service line at 1.800.295.7323 and follow the prompts to provide your meter reading.

Displaying Your Window Read Document >> Window Read Documents are available upon request. To use them, you would read the meters yourself, indicate the readings on the Window Read Document, and then place it in a visible location so the RG&E meter reader can read it without having to enter your home.



Turning on *or* turning off *service?*

Attention College Students and Seasonal Customers >>

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

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.

Our People Energizing Our Communities

James A. Morton,

Underground Utilities Inspector, Monroe

James Morton has been an active volunteer for more than 15 years.

Inspired by his son to get involved with the Boy Scouts of America, James is currently an assistant scoutmaster, helping the boys to move up in rank. Currently, James is also the ABC officer of the American Legion where he is in charge of day-to-day operations of the post and organizes all yearly activities.

"I volunteer with the American Legion to keep people aware of the freedoms they have due to our veterans, and to help people remember our past and present veterans."



Stay One Step Ahead of Storms

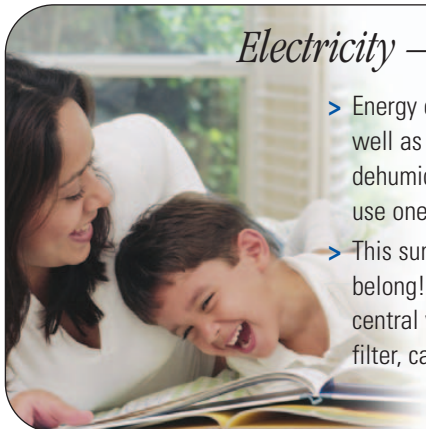
In preparation for severe storms:

- 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.



PRODUCTS & SERVICES THAT WORK FOR YOU

Electricity – for cool comfort




- > Energy efficient air conditioning can dehumidify as well as keep you cool. To get the best efficiency and dehumidification do not oversize the air conditioner – use one that is the correct size for your space.
- > This summer keep dust and pollen outside where they belong! Your energy efficient air conditioner, along with a central vacuum system or a vacuum cleaner with a HEPA filter, can help keep your home healthy and allergen free.

**\$1 = 10 hours of
cool, refreshing
air conditioning.**

RG&E
AND
Always at Your Service

www.rge.com


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