



Energy Lines

Season's Greetings

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

December 2006

KEEPING YOU INFORMED

*Time is running out!
Did you...*

voice your choice?

for your electricity supply



STEP 1 UNDERSTANDING

STEP 2 CHOOSING

STEP 3 ENROLLING

JUST 3 STEPS TO CHOOSING YOUR ELECTRICITY SUPPLY.

You have until **7 p.m. on December 29, 2006** to *Voice Your Choice*. Your electricity supply pricing option will take effect on January 1, 2007 and continue through December 31, 2007. So don't delay – enroll your RG&E electricity account today!

To enroll:

- ▶ Fill out and mail the enrollment card provided in your kit
- ▶ Visit **www.rge.com**
- ▶ Call **1.800.RGE.VYCN**ow (1.800.743.8926)
- ▶ Use RG&E's Hearing-Impaired Line (TTY) 1.800.962.3293
- ▶ Contact an ESCO (energy services company). For an up-to-date list of ESCOs, visit **www.rge.com**.

When you enroll by phone or at our Web site, please have your **RG&E account number** handy. It is located in the top right corner on the first page of your bill.

✂ — Clip and Save —

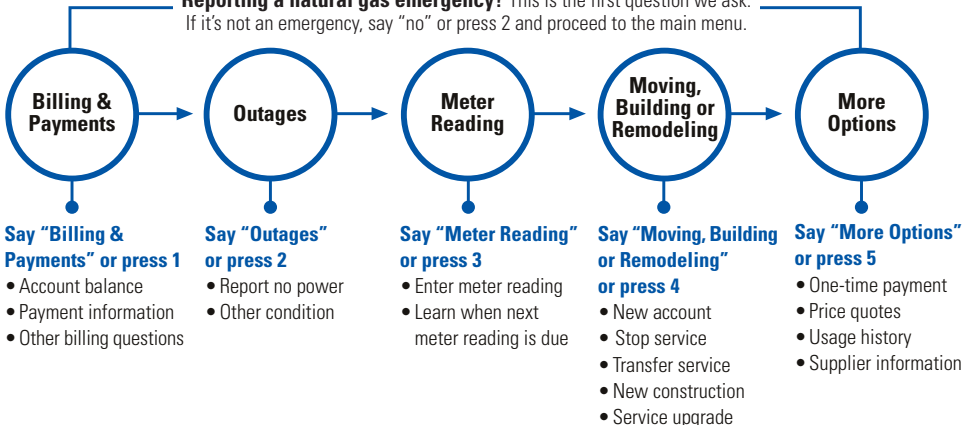
Our Telephone System Now Offers Voice Recognition Features

When you call our customer service, emergency or automated service numbers, we now offer voice recognition features – you speak your response to the menu choices – in addition to touch-tone responses. When using our voice response system: speak clearly; do not use a speakerphone, eliminate as much background noise as possible and **have your account number handy**. If you wish to return to the main menu, you can say "Main Menu" at any time.

Si usted prefiere una explicación en español, favor de llamar al 1.800.743.2110.

CUSTOMER RELATIONS CENTER MAIN MENU 1.800.743.2110

Reporting a natural gas emergency? This is the first question we ask. If it's not an emergency, say "no" or press 2 and proceed to the main menu.



Have an *Energy-Wise Winter*

Stay Informed

- Market-based natural gas supply prices are lower than they were last year at this time, but they are still higher than they have been historically.
- The severity of winter weather and what happens with natural gas supply prices will be the biggest factors in determining your heating bills.

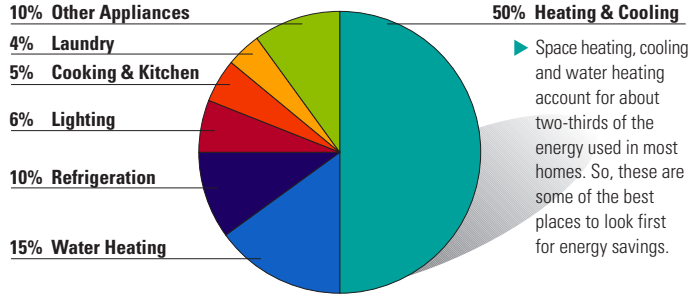
Here are a few things you can do to manage winter heating bills:

- Check www.rge.com and read our bill inserts for important information on using energy wisely. Some simple steps can go a long way.
- If you are having trouble paying your RG&E bills, contact us immediately at 1.877.266.3492.

Background:

- Natural gas bills include delivery and supply charges. The delivery charge is what you pay RG&E to transport natural gas to your home or business. The supply charge is what you pay RG&E or another supplier for the natural gas you use.
- Your natural gas delivery charges (per unit) are frozen.
- If RG&E is your natural gas supplier, your natural gas supply charges are based on market prices. While we work to purchase natural gas as economically as possible, we have no control over market-based natural gas supply prices and we do not make any profit on the natural gas we buy for you.

Energy Use in the Typical Household



Use Energy Wisely

- Set your thermostat at 65° during the day to reduce your heating use by as much as 15%.
- Lower your thermostat at night either manually or automatically with a setback thermostat.
- Weatherstrip windows.
- To keep air from leaking under a door, roll up a small rug or towel and place it across the bottom of the doorway.
- Close the fireplace damper when not in use.

Holiday Lighting Tips

- Use lights and extension cords that are approved by Underwriters Laboratories (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.

HEAP Financial Assistance 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 (right).

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.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$1,764
2	\$2,307
3	\$2,850
4	\$3,393
5	\$3,936
6	\$4,479
7	\$4,580
8	\$4,682
9	\$4,784
10	\$5,050
11	\$5,475