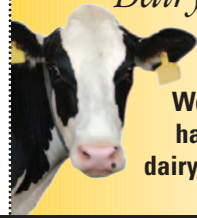




Energy Lines

June is Dairy Month



We salute our hard-working dairy customers.

June 2006

KEEPING YOU INFORMED

When a severe storm interrupts your power, we're ready to respond. You should be ready, too.

How We Go About Restoring Power >

Our first priority in responding to a power interruption is ensuring your safety. In the case of a widespread interruption of service, we first repair our main facilities (transmission lines and substations) that bring electricity to your neighborhood. Next, we work on our local electricity delivery system that includes the poles and power lines along streets and roads. As part of this process, we take into account the needs of facilities such as hospitals, nursing homes, and fire and police stations. We also focus on our customers who depend on electrically-operated, life-support equipment. This is a time-proven process that ensures we restore your service safely and as quickly and efficiently as possible.

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.
- Use quality 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.



If your power is interrupted, call 1.800.743.1701 24 hours a day, every day.



Safety for our customers, our crews and the community is paramount when it comes to restoring power.



- Set freezer and refrigerator controls to their coldest setting to extend the length of time the food will keep.
- If an electric pump supplies your water, fill bathtubs and containers for water supply.
- Know how to manually operate your electric garage door.

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.
- Listen to a battery-powered radio for updates.
- Turn off or unplug all major appliances.
- Leave a light turned on so you will know when power is restored.
- Avoid "peeking" into your refrigerator or freezer. This lets out cold air.

Don't Wait for a Power Interruption to Inform Us About Life-Support Equipment >

If someone in your home depends on life-support equipment powered by electricity, **call us now** at 1.800.743.2110. It's your responsibility to provide an emergency power source during any unplanned power interruption.

For more information see our *Weathering Storm Emergencies* brochure in the Energy Library at rge.com.



STAY AWAY FROM DOWNED POWER LINES >> Downed power lines that appear "dead" can be deadly. The safest place to be during a power interruption is in your home.

NEVER ENTER A FLOODED BASEMENT >> Call us immediately at 1.800.743.1701 to learn what must be done to safely restore service >> your home. Don't ever attempt to do it yourself.



Our People Energizing Our Communities

Jackie Finlayson,

Electrical Engineer, Rochester

In a fire department with 71 volunteers, Jackie Finlayson, a 27-year veteran of RG&E, is one of only two women firefighters. Finlayson began her journey 15 years ago, when she joined the Penfield Fire Company, a fire department that responds to approximately 1,000 calls annually. As an interior firefighter and past president of the fire company, Finlayson still attends drill once a week and volunteers her services whenever needed because she finds firefighting to be extremely challenging and rewarding. This electrical engineer jokes that the fire department “keeps me off the streets” and enjoys giving back to the community in this meaningful way.

Emergency Generator Safety

If you’re considering an emergency generator, read our *Emergency Generator Safety* booklet at rge.com (click on “Safety Information”) or call us at 1.585.771.2163 for your free copy. Improperly connected generators can be dangerous for you, your family and our line crews.



Meter Readings Ensure Accurate Bills

Regular meter readings help ensure that you’re billed for the exact amount of energy you use. Here are some ways you can help:

- **If the RG&E meter is outside,** please make sure we have a clear path to the meter.
- **If the RG&E meter is inside,** and it is inconvenient for you to provide us with access to it on the meter reading date noted on your bill, please let us know.



We can discuss other options for us to gain access to your meter or see if you are interested in our Send Us Your Meter Reading Reminder service. For more information on reading the meter call us at 1.800.743.2110 or visit rge.com and click on “Why Read Your Own Meter?” under the “Managing Energy Costs” section of the residential or business page.

Regardless of the solution we come up with, under Public Service Law we **must** have access to your meter at least once a year to inspect it and verify that it is working properly.

ASK TO SEE I.D. >> If someone comes to your home claiming to represent RG&E, ask to see identification. All our people carry I.D. cards with the RG&E logo, their name and photo. Still unsure? Call 1.800.743.2110 and we’ll confirm that the person is an RG&E employee.

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.

