



Energy *Lines*



Click on this symbol at rge.com for more information on using energy **safely** and wisely.

March 2006

PRODUCTS & SERVICES THAT WORK FOR YOU

Billing and payment *your way*

Billing services:

- ▶ Budget Billing
- ▶ Electronic Funds Transfer (EFT)
- ▶ Do Not Read or Bill Option
- ▶ Receive and pay bills online
- ▶ Meter reading program
- ▶ Special billing services

Payment services:

- ▶ Pay bills online
- ▶ Electronic Funds Transfer (EFT)
- ▶ Pay by mail
- ▶ Pay in person
- ▶ Special payment arrangements are available if needed

To learn more about any of these billing and payment services or to sign up, visit rge.com or contact us at 1.800.743.2110.

ENERGIZING OUR COMMUNITIES

Local scouts pledge to help

Participating in the annual Scouting for Food and Clothing Campaign, local scouts and their leaders show their spirit "to help other people at all times." Scouts will drop off plastic bags on Saturday, March 18 and return Saturday, March 25 in the morning to pick up your donation of non-perishable foods and gently-used clothing. RG&E supports the volunteer efforts of the Boy Scout and Girl Scout troops in our community.

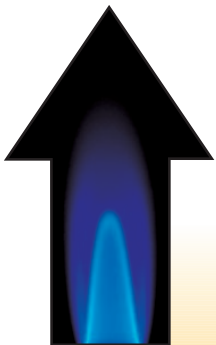
KEEPING YOU INFORMED

NATURAL GAS SUPPLY PRICES ARE UP ...

and that may mean an increase of 25% to 40% in your winter heating bills. Visit rge.com for tips on how to keep your bills down.

Also, please remember our Budget Billing service enables you to spread your energy costs evenly over 12 months, eliminating seasonal ups and downs in bills. For more information visit rge.com or contact us at 1.800.743.2110.

If you're having trouble paying your RG&E bills, contact us at 1.877.266.3492. The sooner you do, the sooner we can work on a solution together.



StormSafe™ offers *peace of mind*

Did you know that power surges caused by lightning or damaged power lines and equipment can zap your appliances and sensitive electronics? Our StormSafe service provides *two* levels of protection against power surges.

1 A device installed on the electric meter protects your major appliances from power surges coming through power lines. This high-tech approach to surge protection is only \$6.95 per month.

Act now and save! Sign up for three years of StormSafe and RG&E will waive the \$34.95 installation charge.



2 Plug-in units further reduce power surges and protect things like computers, DVD players and modems. We offer several types of plug-in units:



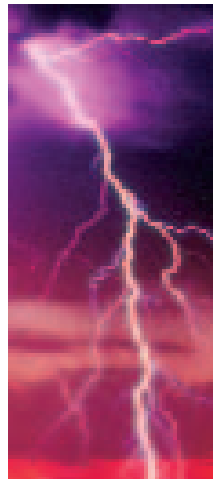
For televisions and audio systems, home computers
Price \$32.99



For home computer, electronic equipment and telephone systems
Price \$28.99



For battery backup and protection of home computer systems
Price \$44.99



Place your order today – visit rge.com/stormsafe or call 1.800.743.2110, select 5 and speak to a customer service representative.

Our people *energizing our community*

More than 10 years ago, Mary Kay Masters joined the Rush Henrietta Rotary Club with her husband, Jeff, as a way to help others in her community. She takes part in many fundraising and volunteer efforts, including holiday collections for kids in a juvenile home, a bowl-a-thon that raises money for a chosen recipient, handing out dictionaries to elementary students and putting on dinners to fund Inter-act, a high school version of the Rotary Club.



Mary Kay Masters – Associate Engineer, Rochester