



# EnergyLines

In honor of  
Older Americans Month

we salute  
our senior  
customers.



May 2006

PRODUCTS & SERVICES THAT WORK FOR YOU

## Services Designed with You in Mind

**Life Support Customer >** If you or a member of your household relies on life-sustaining equipment, contact us in advance and we'll notify you before any planned interruption of your electricity service for maintenance. We'll also keep you updated on power restoration efforts if the duration of the outage extends beyond a 24-hour period.

### Hearing and Speech Impairment Assistance >

If you use a text telephone (TTY) device in your home, RG&E can respond to your customer service questions and provide 24-hour emergency service. Just dial **1.800.962.3293**.

**Interpreter Service >** For customers who prefer to speak in a language other than English, we offer interpreter services. Call us at **1.800.743.2110**.



For more information, or to enroll in any of these free services, visit [rge.com](http://rge.com) or call us at **1.800.743.2110**.

**Sight-Saver and Braille Bills >** Your RG&E bill and our *EnergyLines* newsletter are available in large print or Braille at no charge.

### Third Party Notification Service >

This service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.

**Budget Billing >** With RG&E's Budget Billing service, you don't have to worry about seasonal ups and downs in your utility bills. Budget Billing lets you spread your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance.

## Stay Out of Hot Water!

Tap water that's too hot is a leading cause of burns for small children. If you have small children or elderly or disabled persons in your home, you may wish to lower your water heater temperature to 120 degrees Fahrenheit. In addition to providing safety from scalding, reducing the temperature is another way to manage your energy costs. Please refer to the water heater owner's manual for more details.



### How to Contact Us

**Customer Relations Center:**  
1.800.743.2110

**Electricity interruptions or emergencies:**  
1.800.743.1701 (24 hours a day, every day)

**Natural gas odors or emergencies:**  
1.800.743.1702 (24 hours a day, every day)

**Hearing and speech-impaired (TTY):** 1.800.962.3293

**Automated account information:** 1.800.295.7323

**Electronic message:** Use our "Write to RG&E" form online at [rge.com](http://rge.com)

**Payment arrangements:** 1.877.266.3492



[www.rge.com](http://www.rge.com)



## Sometimes We May Need to Cut Back on Power Use

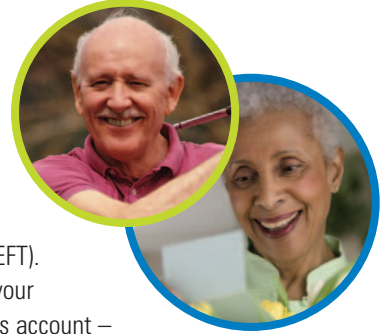
Because power use continues to rise in New York State, there may be a rare occasion – particularly in the summer – when the statewide demand for electricity may outpace the available supply. To protect the state’s power delivery system, the New York Independent System Operator (NYISO) could require all utilities to take immediate action. As a final step to relieve stress on the system we could be directed to temporarily shut off electricity to selected areas for an hour at a time. As these “controlled interruptions” end in one area, they might then move on to other areas until the high demand for electricity passes.

We don’t anticipate any shortages of electricity this summer, and RG&E’s power delivery system is in good shape to provide the electricity you need. Even so, it’s always a good idea to be prepared for power interruptions, regardless of their cause.

## Let Our Bill Payment Services Add Convenience to Your Life

RG&E offers convenient ways to pay your bill. You can:

- Mail your payment in the envelope provided with your bill.
- Take your payment to a pay agent – supermarkets, banks or other businesses. Some charge a nominal fee for this service. To find the pay agent nearest you, contact us.
- Sign up for electronic funds transfer (EFT). With EFT, we’ll automatically deduct your payment from your checking or savings account – and you’ll receive a bill showing your payment and usage each month.
- Receive and pay your bill online with your existing online payment service – or for free through [rge.com](http://rge.com).
- Combine electronic funds transfer and online billing. This way you can review your bills online at your convenience.
- Use the drop box conveniently located outside your nearest RG&E division location.



## Having Trouble Paying Your Bills?

Contact us right away at 1.877.266.3492. The sooner you do, the sooner we can work on a solution together.

## Turning Service On or Off is Easy

Let us know as soon as you know, by calling 1.800.743.2110.

So we can best meet your expectations, please contact us as far in advance as possible. We can schedule your request even months in advance. Please provide **at least** 24 hours’ notice. If your meter is inside, we will need to have you present.



## Our People Energizing Our Communities

**Lydia Boddie-Rice**, Manager – Public Affairs, Rochester

Lydia responds to inquiries about RG&E and its policies to a broad audience – from homeowners to government officials. Lydia and her staff work diligently to help customers and energize our community by administering such programs as the Red Cross/RG&E Heating Fund, the United Way annual campaign and newly designated Energy Assistance Fund, and supporting a variety of community events and sponsorships that enhance the quality of life throughout the Greater Rochester area. At the same time, she lends her support to organizations such as the Girl Scouts of Genesee Valley, the Memorial Art Galley, the Rochester Public Library, Mosaic Partnerships, Rochester Broadway Theatre League, Workforce Investment Board and the Rochester Business Alliance Women’s Council. “Giving back to the community is part of the fabric of my life,” she says.

