

RG&E

Energy *Lines*



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

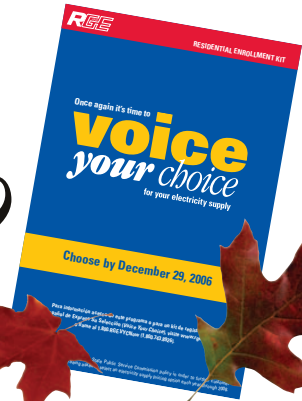
November 2006

KEEPING YOU INFORMED

Did you...

voice *your choice?*

for your electricity supply



Voice Your Choice is back – with the same three steps as last year. You'll need to choose an electricity supplier – either RG&E or another energy supplier (called an energy services company or ESCO), and a pricing option – the RG&E Fixed Price, the RG&E Variable Price, or an ESCO supply pricing option. With a fixed price option, your total price per kilowatt-hour for electricity supply remains constant regardless of volatility in market prices. With a variable price option, it floats based on the wholesale market price of electricity. Your enrollment kit has more details about the program, your choices, and all the different ways to enroll. If you have any questions, you can always visit www.rge.com, call **1.800.RGE.VYCN**ow (1.800.743.8926), or visit www.AskPSC.com.

>> Be sure to enroll by 7 p.m. on December 29, 2006 or you will be automatically enrolled in the variable price option of your current electricity supplier!

Residential Benefits From Low-Cost Hydropower May Be In Danger

For 40 years, RG&E residential electricity customers have benefited from an allocation of power from the New York Power Authority's Niagara and St. Lawrence hydroelectric plants. Because of the low cost of this power, RG&E residential customers will see a \$63 million benefit in 2006.

Some people are now suggesting that this power should be shifted to economic development instead of using it to benefit residential customers.

We strongly disagree and here's why: If we lose this low-cost power when the contracts for it expire on August 31, 2007, RG&E residential electricity rates would increase 19.6% to 25.7%.

We're fighting to keep this power for our residential customers and we'll keep you informed about our efforts.

Here's What You Can Do to Manage Natural Gas Costs This Winter

>> Check out www.rge.com for more information on using energy wisely. Some simple steps can go a long way toward saving you money. They include:

- Ensuring your home is adequately insulated and doors and windows keep heat in and cold out.
- Cleaning or replacing furnace filters when they are dirty or once a month to help ensure that furnaces are working efficiently.
- Making sure heating supply and return registers are clean, not blocked by furniture or drapes.
- Installing an automatic set-back thermostat.
- Opening blinds and drapes on south-facing windows during the day to let in heat from the sun, and closing them at night and on cloudy days.
- Setting your water heater at 120 degrees. (Follow manufacturer's instructions or contact a plumbing and heating contractor.)

>> **Having trouble paying your RG&E bills?** Contact us at 1.877.266.3492 so we can work on a solution together.



- 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 a supplier for the natural gas you use.
- RG&E's natural gas delivery prices have remained relatively flat for a decade.
- RG&E natural gas customers pay market-based prices for the natural gas they use (supply). RG&E cannot control these market-based supply prices, and RG&E makes no profit on the natural gas we purchase for our customers.

USING ENERGY SAFELY & WISELY

Emergency Generator Information

Emergency generators are a popular way to supply stand-by electricity. When properly sized, installed and operated, stand-by generators (or emergency or back-up generators), can safely power electrical equipment during power interruptions. However, you must follow proper procedures or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into RG&E's lines, placing RG&E people who are working to restore service in danger.

- **Portable** generators are smaller, stand alone and are not connected to any existing wiring system. Extension cords are used to connect portable generators to electrical equipment or appliances.

According to the National Electric Code, all integrated units must use a double-pole, double throw (DPDT) transfer switch to safely isolate the generator from RG&E power lines.

- **Stationary** or integrated generators are typically much larger. They are built-in units connected directly to the wiring system of a home or business.

A Special Note About Natural Gas-fired Generators
Many generators fueled by natural gas require a delivery pressure that's greater than RG&E's standard pressure. If the generator is not supplied with the manufacturer's suggested delivery pressure, it may not run. *Before purchasing a natural gas-fired generator, contact RG&E at 1.800.743.2110 to ensure an elevated delivery pressure is available to your home or business.* This is **NOT** available in all areas.



Typical stationary natural-gas fired generator



Typical portable generator



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