



Changes Can Lead to Busy Times

As we launch our new billing system, more customers than usual may be contacting us with questions. If you need information, or wish to turn service on or off, www.rge.com is the best way to send your request. Also, our automated phone line – 1.800.295.7323 – offers account information, pay by phone, and meter reading services, with voice recognition or touch-tone for your convenience.

New Online Services at www.rge.com

- Secure login for you and those you authorize.
- Online meter reading and payment, use and billing history.
- Ability to schedule a one-time electronic payment or enroll in paper-free billing.
- Automatic grouping of accounts under one login.

New Voice-Activated Telephone Services

- Pay by phone.
- Tell us your meter reading.
- Check your account balance.

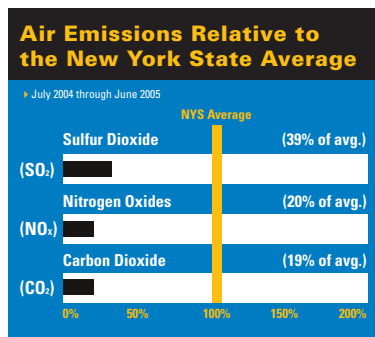
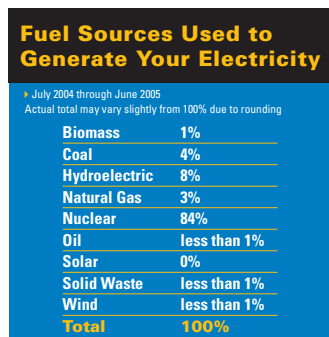
Important Notice >> We are adjusting our meter reading schedule through December. Your RG&E meter may be read on a different date than usual. Also, your bill may arrive and be due on a different date than usual. These changes will have no effect on your overall energy costs. Please take a moment to check the next meter reading date and bill due date printed on the enclosed bill.

KEEPING YOU INFORMED

Environmental Update

Your electricity supplier is required to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

- If you receive your electricity supply from RG&E, your environmental disclosure information is provided here. It is also available at www.rge.com.
- If you receive your electricity supply from a supplier other than RG&E *and* your supplier's charges are included in your RG&E bill, your supplier's most recent environmental disclosure was included in a previous bill.
- If you buy electricity from a supplier other than RG&E, and are billed directly by your supplier, you should receive environmental disclosure information from your supplier.
- For more information on environmental disclosure, contact the New York Public Service Commission at 1.888.Ask.PSC1 (1.888.275.7721) or visit www.dps.state.ny.us.



RG&E's sources of electricity supply are cleaner than the New York State average. ▲

The Power of Your DOLLAR Can Help Those In Need

The Red Cross/RG&E Heating Fund is an energy assistance fund that helps eligible customers cope with unexpected energy emergencies. Nearly \$3.9 million has been distributed to more than 12,000 families since the program began in 1984. You can make sure the dollars are there to assist people this winter. There are **three ways** to contribute:

1. Add exactly \$1, \$2, or \$5 to your next RG&E payment.
2. Send a check payable to Red Cross/RG&E Heating Fund to: American Red Cross, Greater Rochester Chapter, 50 Prince St., Rochester, NY 14607
3. Through automatic giving – have RG&E add a whole dollar amount to your future bills.



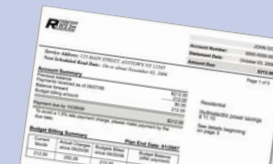
www.rge.com



Energy Lines

YOUR BILL HAS A NEW LOOK >>

See inside.



October 2006

KEEPING YOU INFORMED

Once again it's time to **voice** your choice for your electricity supply



Voice Your Choice is back – with the same three steps as last year. **If you are an RG&E electricity customer, you will be receiving your *Voice Your Choice* enrollment kit this month.**

The enrollment period for the 2007 calendar year is from October 2 through 7 p.m. on December 29, 2006. You can purchase your electricity supply from RG&E or another energy supplier (also called an energy services company or ESCO).

Enrollment information is also available at www.rge.com.

If you **do not** make a choice by 7 p.m. December 29, you will be automatically enrolled in the **variable price option** of your current electricity supplier.

For more information about RG&E's *Voice Your Choice* program or a complete list of qualified energy suppliers, visit www.rge.com or call **1.800.RGE.VYCN**ow (1.800.743.8926).

This program is required by New York State Public Service Commission policy in order to further customer choice. RG&E customers are being asked to select an electricity supply pricing option each year through 2008.

RG&E Is Your Energy Delivery Company

Whether you purchase your electricity from RG&E or an ESCO, RG&E will continue to deliver your energy safely and reliably. Your total electricity price is made up of **supply**, **transition** and **delivery** charges. The **supply** charge is what you pay for the electricity purchased for you by RG&E or an ESCO. The **transition** charge is the difference between the market price of electricity and the price of RG&E's long-term electricity supply contracts (may be positive or negative). The **delivery** charge is what you pay RG&E to transport electricity over the power lines to your home. The RG&E delivery charge is a fixed price per kilowatt-hour (kwh) and will be the same regardless of the electricity supplier or pricing option you choose.



We're launching a new customer billing system
and with it comes some exciting changes!
We've added new services and features
you've been asking for while keeping those you like.

HERE'S A CLOSER LOOK AT YOUR NEW BILL >>

- A** Your new **account number**.
- B** New **symbols for electricity and natural gas** service.
- C** The time period you are being billed for, and your new **Point of Delivery ID (PoD ID)** – an essential number to give to energy suppliers other than RG&E (also known as energy services companies or ESCOs) if you choose to do business with them.
- D** Your new **meter reading chart** shows whether your current and previous meter readings were actual, estimated, customer readings or if a reading was not available.
- E** Your **bill issuance charge**, which was previously included in your customer charge. The total amount of your customer charge has been reduced accordingly to reflect this change. (Not a new charge.)
- F** The **SBC / RPS charge** is the System Benefits and Renewable Portfolio Standard charge. (Not new charges.)
- G** **Taxes** are now listed separately. (Not new charges.)
- H** Your **supply charge** (per kilowatt-hour for electricity or per therm for natural gas) is the amount you need to know if you are shopping for your energy supply. If you purchase your natural gas supply from RG&E, you pay a market-based price. (RG&E makes no profit on natural gas supply.) New market-based natural gas supply prices take effect on the first of each month, so if your billing period spans two months, you will see two supply prices listed on your bill.
- I** Your new **Usage Chart Information** section enables you to compare your current energy use to the last 12 months, and average temperature and daily energy use during the current billing period to the comparable period last year. On the top of each bar is a letter indicating the type of meter reading (Actual, Estimated, Customer or No reading).

JOHN DOE

A Account Number: 0000-0000-000

Statement Date: October 03, 2006

Service Address: 123 MAIN STREET, ANYTOWN NY 12345 Page 3 of 5

RG&E DETAILED ACCOUNT ACTIVITY

B **Electricity Service - PSC19 SC1 - Residential**

D **Electricity Rate - Fixed Price Option**

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	10/03/06	40332 A	09/04/06	39832 E	500	500 kwh	30 days

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

C Service from: 09/04/06 - 10/03/06

PoD ID: R000000000000000

Electricity Delivery Charges

Customer charge		19.38
Bill issuance charge		0.62
Delivery charge	500 kwh @	11.35
Transition charge	500 kwh @	-24.48
Retail access surcharge	500 kwh @	1.17
SBC/RPS charge	500 kwh @	0.58
Subtotal Electricity Delivery		\$8.62

Electricity Supply Charges

Fixed supply charge	500 kwh @	54.62
Subtotal Electricity Supply		\$54.62

Electricity Taxes and Surcharges

Taxes on delivery charges	@	0.45
Taxes on supply charges	@	1.69
Subtotal Electricity Taxes and Surcharges		\$2.14

Total Electricity Cost **\$65.38**

B **Gas Service - PSC16 SC1 - Residential**

D **Gas Rate - RG&E Supply**

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage
00000000	10/03/06	1498 A	09/04/06	1336 E	162	162 ccf

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

C Service from: 09/04/06 - 10/03/06

PoD ID: R000000000000000

Natural Gas Delivery Charges

Natural gas used (ccf)	162	
Energy content factor	x 1.011200	
Natural gas used (therm)	163.8	
Customer charge		0.00
Bill issuance charge		0.17417
Included in customer charge	3.0 therm @	0.16241
Delivery charge for next	48.0 therm @	0.16353725
Delivery charge for next	113.8 therm @	0.16353725
Weather adjustment	-1.651 therm @	0.16353725
Subtotal Natural Gas Delivery		\$0.84

Natural Gas Supply Charges

Supply charge - September	159.8 therm @	0.839648
Supply charge - October	4.0 therm @	0.844004
Merchant function charge	163.8 therm @	0.04232
Subtotal Natural Gas Supply		\$186.90

This bill is for illustrative purposes only.

On Your New Bill You'll Also Find:

- >> Special bill messages on the back of the first page.
- >> Definitions of terms on the last page of your bill along with payment information.

Visit www.rge.com to learn more.

- >> **If you participate in RG&E's Budget Billing, Payment Agreement or RECAP services**, you will see a new summary section on page 1 of your bill. See your bill messages, www.rge.com or special mailings to learn more.

JOHN DOE

Account Number: 0000-0000-000

Statement Date: October 03, 2006

Service Address: 123 MAIN STREET, ANYTOWN NY 12345 Page 4 of 5

Natural Gas Taxes and Surcharges

Taxes on delivery charges	@	2.0408%
Subtotal Natural Gas Taxes and Surcharges		\$0.84

Total Natural Gas Cost **\$0.84**

Total Energy Charges **\$186.90**

Total Energy Cost **\$252.28**

Usage Chart Information

Historical Electricity Consumption

Electricity Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Oct-06	17 kwh	59° F
Oct-05	22 kwh	55° F

Historical Natural Gas Consumption

Natural Gas Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Oct-06	5 therm	59° F
Oct-05	5 therm	55° F