



Energy Lines



September 2006

KEEPING YOU INFORMED



RG&E Is Your Energy Delivery Company

Whether you purchase your electricity from RG&E or another supplier (called an energy services company or 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.

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



If you are an RG&E electricity customer, you will be receiving your **Voice Your Choice enrollment kit** in October.

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

Enrollment information will also be available at www.rge.com beginning October 2, 2006.

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 for a complete list of qualified energy suppliers, visit www.rge.com or call us after October 2 at **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.



Important Notice >>

We are adjusting our meter reading schedule through December. Your RG&E meter may be read on a different date than the previous read date. Also, your bill may arrive and be due on a different date than usual. This change 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.

Prevent Carbon Monoxide Poisoning

>> **With the heating season right around the corner, here are two important safety tips for you to remember:**

1. Protect yourself from a silent killer. Carbon monoxide is a colorless, odorless gas that is a product of incomplete burning of natural gas, propane, gasoline, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater. Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. **Have your heating system and chimney, flues and vents checked once a year by a professional.**

2. Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call RG&E immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.

>> **If you are an RG&E natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at 1.800.743.1702 or call 911.**



PRODUCTS & SERVICES THAT WORK FOR YOU

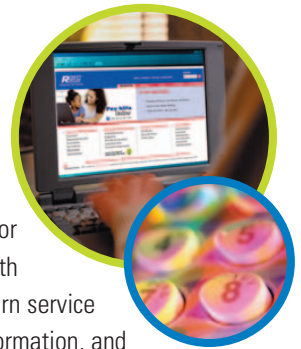
The Changing Seasons Bring Changes to Your RG&E Bill, rge.com and Our Toll-Free Telephone System

This fall we're bringing a new look to your bill and account services at rge.com and a new sound to our toll-free telephone system. Your redesigned bill will be a new size and have:

- A **new 11-digit account number**.
- New **information** about your energy charges – the amount of your charges is the same, how we present them is a little different.
- An expanded **usage section**, comparing the current billing period to last year.
- A new **Point of Delivery ID (PoD ID) number** to give to suppliers other than RG&E if you choose to shop for your energy supply.

New features at rge.com will include the ability to view your current bill online; make a one-time e-payment or enroll in paper-free billing with RG&E's new e-Bill service; turn service on or off; update account information, and more, all at your convenience.

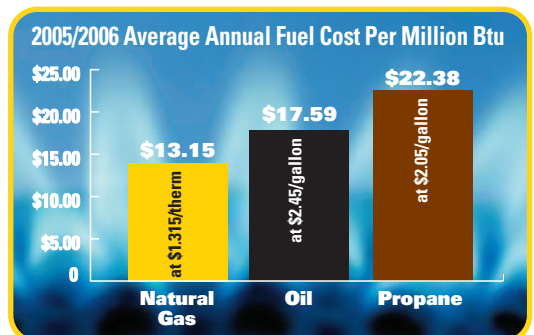
Our new toll-free telephone system will provide additional automated account information, pay-by-phone services and feature voice recognition – so you can speak your preferences.



>> **Visit rge.com and watch for your October issue of EnergyLines to learn more!** <<

What Better Time to Choose Natural Gas

Plan now to reduce your energy costs this winter with natural gas – the economical choice! A typical heating customer in upstate New York would have saved \$511 during the last 12 months by using natural gas instead of oil. And a typical propane heating customer who switched to natural gas would have saved just over \$1,000.



Price averages are for the period July 2005 - June 2006 and reflect a typical heat and hot water usage pattern.

Sources > Natural gas: RG&E bundled service rates
Oil and propane: NYSEEDA survey data for Western Region