



May 2015

EnergyLines

Pay bills online – rge.com/online

Sign Up for Autopay – Win a State Parks Pass!



The New York State Office of Parks, Recreation & Historic Preservation is not a participating partner in or a sponsor of this Autopay offer.

This month, when you enroll in **Autopay**, you could win a pass for entry to New York's State parks where you can walk, hike, picnic and more. See where the pass is accepted by visiting nysparks.com/admission, then click on Empire Passport. We're giving away passes to 5 lucky **Autopay** customers. Enroll at rge.com by June 12 for your chance to win!

And while you're away this summer, your secure payment will be made on time automatically – you won't have to do a thing. Join the thousands of customers enjoying the time they save each month with **Autopay**.

Even more convenience:

- **eBill** is the easiest way to view your bill online when you need it. Sign up today!
- **Budget Billing** spreads your energy costs evenly over 12 months so you'll know exactly what your payment will be ahead of time.

For complete sweepstakes details, and to enroll in our services, visit rge.com or call **1.800.743.2110**. Enrollment in **Autopay** not required to participate.

Reliable and Ready for You

A dependable power system is part of our lives every day. It powers our homes making our lives more convenient, comfortable and safe. And, it powers the machines and equipment that keep upstate New York businesses running strong. Our electricity delivery system is designed to be rugged and we perform routine maintenance year-round so we can find and fix potential problems *before* they happen. You can count on us to power your day and night.

And when severe summer storms strike, we're ready. Here's how you can be ready, too:

- Download our *Weathering Storm Emergencies* guide at rge.com for tips on preparing for storms.
- If you experience a power outage, visit Outage Central at rge.com on your smart phone, tablet or computer (no app required) for the latest news on power outages, our restoration efforts and how you can report an outage. You can also report an outage by calling us at **1.800.743.1701**.



Spring Cleaning That's Easy? YES!

Getting rid of your old, working refrigerator couldn't be easier – unless it grew legs and walked away! Participate in our recycling program and we'll pick up and recycle your old refrigerator or freezer for free and you **get a \$50 check**. Plus, you'll **save up to \$150 a year** on energy costs.

Did you know?

- Your recycled refrigerator prevents up to 7 tons of carbon dioxide from entering the atmosphere. That's the equivalent of taking 1 car off the road for an entire year!
- Through our recycling program more than 4 million pounds of material has been used to make sidewalks, roadways, and even new items like cell phones and soda cans. Imagine that!

Schedule a free pickup by calling **1.877.691.0021** or visiting us at rge.com. Yes, it's that easy!



Using Your Senses to Stay Safe

A natural gas leak is usually recognized by smell, sight or sound.

SMELL >> For your safety, a distinctive sulfur-like odor, similar to rotten eggs, is added to natural gas. **Note:** Not all natural gas in larger transmission lines is odorized.

SIGHT >> You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND >> You may hear an unusual noise like roaring, hissing or whistling.



Contractors: Call 811 Before You Dig

RG&E reminds contractors and customers to call *Dig Safely New York* at **811** to have underground facilities marked before beginning any excavation work. Every year, there are dozens of incidents of damage to our underground natural gas and electric facilities. These incidents can put people's lives in danger, are costly and can interrupt essential utility service.

Contractors are required by state law to call *Dig Safely New York*. Homeowners are encouraged to call **811** as well. Or visit digsafelynewyork.com.

Contact *Dig Safely New York* at least **2 working days** (not counting the day you call) but **not more than 10 working days** before you plan to start your project. Be safe.

Suspect a Natural Gas Leak?

Get up, get out and call us 24/7 from another location at 1.800.743.1702 or call 911. We'll respond free of charge to make sure you and your family are safe.

- DO NOT use a phone, smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if you notice sewer construction or digging activities are in progress.

Environmental Update

Did you know the electricity you buy can be generated using many different fuel sources? Suppliers of electricity are required by the New York State Public Service Commission (PSC) to publish an environmental disclosure on the electricity fuel mix twice a year with the most recent data provided by the PSC, in this case for calendar year 2012.

If you buy your electricity supply from RG&E:

- The majority of the electricity supply we deliver to you is purchased in the competitive market. The supply price varies each month as the market price of electricity fluctuates. We make no profit on the supply charge.
- If you want to increase the percentage of wind electricity supply, then let us know by signing up for our **Catch the Wind program**.

If you buy 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 environmental disclosure will be provided in a separate bill insert in a future RG&E bill.
- Are billed directly by your supplier, you'll receive environmental disclosure information from your supplier.

For more information on buying your electricity supply, environmental disclosure and Catch the Wind program, visit rge.com. You can also contact the PSC at **1.888.Ask.PSC1 (1.888.275.7721)** or visit dps.ny.gov.



Fuel Sources Used to Generate Your Electricity

- January through December 2012
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	2%
Hydroelectric	3%
Natural Gas	20%
Nuclear	72%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	Less than 1%
Solid Waste	Less than 1%
Wind	2%
Total	100%

Air Emissions Relative to the New York State Average

- January through December 2012

