



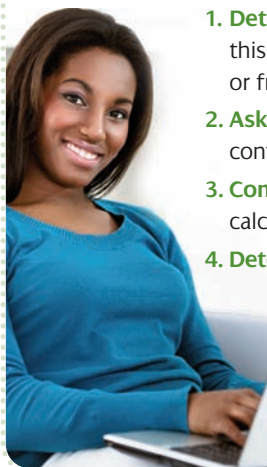
November 2015

EnergyLines

Pay bills online – rge.com/online

Your Electricity and Natural Gas Supply – Shop for Great Value!

Compare **supply** prices and terms of service to find what's best for you! Here's how:



- 1. Determine who you currently buy your electricity and/or natural gas supply from.** Find this information on page 3 of your most recent bill. You're either buying supply from RG&E or from one of many other suppliers, also known as energy services companies or ESCOs.
- 2. Ask suppliers questions.** Find questions to ask, along with a list of suppliers and their contact information, at rge.com, click on "**Use our energy supply choice resources.**"
- 3. Compare offers to determine the best one for you.** Make comparisons using our calculator tools at rge.com, click on "**Use our energy supply choice resources.**"
- 4. Determine which supplier gives you the best value.** If desired, make the switch.

With any supplier you choose, we at RG&E will continue to provide you value by delivering your energy safely and reliably.



We're Ready

We work on our electric delivery system year-round to keep the system safe and reliable. We conduct line and equipment inspections, manage vegetation and trees, and our employees participate in emergency drills and other training to keep their skills current.

And, we want you to be ready, too:

- Download a copy of our **FREE** "Weathering Storm Emergencies" information sheet. Visit rge.com, click on "**Your Home**" and then on "**Energy Library - Quick Links.**"
- **If you or a member of your household relies on life-sustaining equipment** don't wait, contact us now at **1.800.743.2110**. If eligible to participate in our life-sustaining equipment identification program, we'll notify you before any planned outage.
- If you have Internet access, you can report an outage and get updated information at rge.com "**Outage Central.**" Or if you prefer, call us at **1.800.743.1701**.





Be Sure You're Billed Only for the Energy You Use

It's easy. Just be sure your RG&E meter reader has access to the meter when we're scheduled to read the meter. Your next scheduled read date can be found on the top of page 1 of your bill below your service address.

If it's inconvenient for you to provide access – or if you want to receive bills based on actual use for the months we're not reading the meter – then consider sending us your meter readings. It's easy. Learn more by visiting rge.com and clicking on "**Benefits of actual meter reads.**"

"I make sure that my dog Sandy is safely secured in the house. By doing so, the meter reader has safe access to the outdoor meter and I get a bill based on my actual use." **Sarah S.**

Follow us on:  





Help Keep Your Family Safe With a CO Detector

By law, all residences, both new and existing, must have a carbon monoxide (CO) detector. This applies to all one-family and two-family homes, condominiums or cooperatives, and multiple dwellings where there are heating and cooking appliances, which could emit the deadly CO. Detectors must be hard-wired in new homes. Battery-operated CO detectors are required in existing homes. Learn more at rge.com.

Facing an Energy Emergency? HEAP and EAP Can Help!

The **Home Energy Assistance Program (HEAP)** is a federal grant program that assists income eligible households in paying for energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season and may also be eligible for emergency HEAP benefits.

Regular HEAP opens November 16, 2015. Emergency HEAP opens January 4, 2016. Both programs will close when funds are exhausted. Your county's Department of Social Services will accept applications on or after those dates. For more information or to apply online, go to mybenefits.ny.gov.

  **Our Energy Assistance Program (EAP)** helps eligible customers gain control of their energy bills. The program has 2 levels of assistance: EAP Basic Benefit (monthly bill credit), and EAP Limited Benefit (arrears forgiveness).

EAP Basic Benefit monthly bill credits:

- Are available automatically if you have a HEAP grant on an active RG&E account.
- However, if HEAP is supplied to your account with another fuel vendor, **you must provide a copy of your HEAP award letter** to us at the RG&E, 89 East Avenue, Rochester, NY 14649-0001. Or fax it to: **585.771.6383**.

For more information, please visit rge.com, click on "Your Account" and then on "Energy Assistance: HEAP and EAP Can Help."

Our Electricity Supply 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 2013.

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 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.
- You are billed directly by your supplier, you'll receive environmental disclosure information from your supplier.

For more information on buying your electricity supply, and environmental disclosure, 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 2013
- Actual total may vary slightly from 100% due to rounding

Biomass	0%
Coal	0%
Hydroelectric	Less than 1%
Natural Gas	0%
Nuclear	99%
Oil	0%
Renewable Biogas	0%
Solar	0%
Solid Waste	0%
Wind	0%
Total	100%

Air Emissions Relative to the New York State Average

- January through December 2013

