



February 2011

EnergyLines

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We are RG&E and Iberdrola USA

Our new look doesn't change our tradition of providing reliable, essential service. In fact, you'll find the same friendly faces behind our new logo.

The last time we updated the RG&E logo was in 1968. Since then, we've evolved as a company and felt our look needed to evolve as well. In 2008, RG&E became part of Iberdrola USA, an energy services and delivery company serving more than 2.4 million customers in upstate New York and New England, mainly through three utilities: NYSEG, RG&E and Central Maine Power.

The logo change represents our link to our parent company, and also our link to our sister companies, as we work together to serve you.

You'll still see the old blue RG&E logos for a while, as we're making this change slowly, updating vehicles, signs and company badges as they are due to be replaced or refurbished. Things that are easy to change, like our website, letters and this bill insert, *EnergyLines*, will display the new logo sooner.

We hope you like our new look – to learn more about it, our past logos and about Iberdrola USA, visit rge.com.



RG&E Economic Development Program Fuels Upstate Growth

RG&E recently awarded a \$220,000 economic development grant to Carestream Health to install electrical system upgrades and energy saving technologies at its global headquarters in Rochester.

The grant is part of RG&E's ongoing economic development program that is designed to encourage new capital investment and grow jobs by helping retain businesses, expand existing businesses and to attract new businesses to upstate New York.

The funds provided to Carestream Health are part of an overall commitment by RG&E and NYSEG to invest approximately \$12 million annually in economic development opportunities in upstate New York.

Funding for this assistance was approved by the New York Public Service Commission as part of the new RG&E and NYSEG rate plan that went into effect in September 2010. For more information or to apply for RG&E or NYSEG economic development assistance, please visit our website at lookupstateny.com.



Daylight-Saving Time Begins Sunday, March 13.

When setting clocks ahead, don't forget to replace batteries in battery-operated smoke alarms and carbon monoxide detectors.

Trees: A Leading Cause of Power Interruptions

We are proud to be your provider of reliable, essential electricity service. When service is interrupted, it is often due to a tree coming into contact with our power lines. To minimize interruptions, we prune or remove vegetation in our rights of way.

Removing Trees Near Transmission Lines

High-voltage transmission lines move large amounts of power from where it's produced to our local distribution system. In addition to our regular transmission maintenance work, as a direct result of the 2003 blackout (where tree limbs came into contact with transmission lines in Ohio) the New York State Public Service Commission does not allow trees to be pruned when they have the capacity to grow close, come into contact or fall into a high-voltage transmission line: in those cases, utilities must **remove** those trees.

Pruning Or Removing Trees Near Distribution Lines

For distribution lines – the power lines that deliver electricity to homes and businesses – we may prune or remove trees and vegetation depending on the situation. Any pruning we do follows American National Standards Institute (ANSI) standards and Tree Care Industry Association (TCIA) guidelines.

If you believe trees around utility lines need to be removed or pruned, we encourage you to contact the right utility (see the illustration to the right to help you identify utility lines). Vegetation on or near your electricity service wires can be pruned by qualified tree contractors.

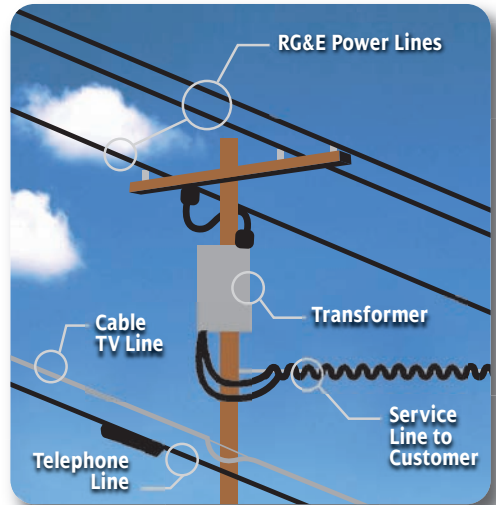
Do not try this yourself.

To learn more visit rge.com and click on the "Usage and Safety" tab and then on "Electrical Safety."

Plan Before You Plant or Build: Consider the location of distribution lines when planting or doing construction work. Never plant or build anywhere near transmission lines.

Our Tree Debris Removal Policy:

- During scheduled tree work in residential and landscaped areas, we chip and remove smaller branches and cut larger ones into easy-to-handle lengths to leave behind.
- When customers request that we clear vegetation outside of our schedule or in rural, non-landscaped areas, we leave the cut material behind.
- Following storms, our priority is to restore electricity service quickly, so when we have to cut vegetation, we always leave cut material behind in all cases.



For Your Safety:

- Never attempt to remove tree debris when downed power lines may be entangled.
- Leave cutting and pruning of trees near power lines to professionals. A tree or limb that contacts a power line could be deadly.
- Remind children not to climb trees near power lines.

Pay Your Bill Your Way

Our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- **Enroll in our electronic funds transfer (EFT) service** by completing the form on the back of your bill payment stub or **enroll online** (visit rge.com and click on "Your Account" and then on "Enroll in Electronic Funds Transfer"). With EFT, RG&E will deduct your amount due from your bank account 23 days after we mail your bill.
- **Go paper-free with our e-Bill service** – save stamps, checks and paper. You can combine EFT and e-Bill to ensure you never miss a payment.
- **Use our e-Payment service** to make a secure electronic payment from your checking account while still receiving a paper bill. Pay online at rge.com or by calling our self service line at **1.800.295.7323** – no enrollment or login needed.



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