



January 2011

# EnergyLines

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## New Year, New Look

With the new year, we have a new look! Our new logo is a reflection of our past and a vision of our future as an Iberdrola USA company. The new logo embodies RG&E's 150-year tradition of delivering safe, reliable service and Iberdrola's focus on innovation and the environment.

We're not replacing our old logo all at once – our new logo will begin to appear in different places over time. You'll first see the new logo in printed materials and at [rge.com](http://rge.com). Company facilities and vehicles will display our new logo later as we refurbish existing signage or do routine vehicle maintenance.

And, while our logo is new, our name remains the same and you can still rely on the people you've come to know and trust.

## The Iberdrola USA Family



**IBERDROLA  
USA**



**RG&E**



**NYSEG**



**CENTRAL MAINE  
POWER**



### ABOUT OUR NEW LOGO

The green leaf that appears with "RG&E" represents respect for the environment and the blue and orange drops represent sources of energy used by Iberdrola, Iberdrola USA's parent company, to generate electricity around the globe: the blue stands for wind and water and the orange for natural gas and the sun. Learn more about Iberdrola USA's commitment to the environment and renewable energy at [iberdrolausa.com](http://iberdrolausa.com).





## Removing Snow and Ice Safely

When you remove snow and ice from driveways and sidewalks, make sure you know where our meters are so you don't damage them, inadvertently disrupt service to your home or business or put yourself in danger. Snow and ice can damage electricity and natural gas meters, natural gas pipes and natural gas regulators, so never bury them when you are shoveling, using a snowblower or plowing. When removing snow or ice from a roof, never let it fall on our meters and other equipment.

**Natural gas appliance chimneys and vents should also be kept free of snow and ice to prevent carbon monoxide poisoning.**

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 immediately at 1.800.743.1702.**



## Start the New Year 'Energy Smart'

- >> For **low-cost and no-cost energy-saving tips**, visit [rge.com](http://rge.com), click on "Usage and Safety" and then on "Using Energy Wisely." The New York State Energy Research and Development Authority's [getenergysmart.org](http://getenergysmart.org) Web site also offers valuable energy conservation information.
- >> When shopping for new appliances, look for the ENERGY STAR® designation that indicates the most energy efficient models. Also look for yellow EnergyGuide labels that provide energy use and operating cost information for specific models.
- >> Install energy-saving automatic set-back thermostats.
- >> **Replace incandescent light bulbs with compact fluorescent bulbs** that use up to 75% less energy and last up to 10 times as long.
- >> **Sign up for RG&E's Budget Billing service** and spread your energy costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance. For more information or to sign up, visit [rge.com](http://rge.com) (click on "Your Account," "Pay Your Bill" and then on "Budget Billing") or call us at **1.800.743.2110**.

## Simplify Your Bill Payment in 2011!

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](http://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](http://rge.com) or by calling our self service line at **1.800.295.7323** – no enrollment or login needed.



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