



May 2011

EnergyLines

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Services Designed with You in Mind

We strive to provide you with safe, reliable service, but our work doesn't stop there – we also have many services designed to meet the variety of needs you or your family members may have.

Life Support Customers: If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now** and we'll notify you before any planned interruption of your electricity service for maintenance. We'll also keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours.

Third-Party Notification: Our third-party notification service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.

Hearing and Speech Impairment Assistance: If you use a text telephone (TTY) device in your home, RG&E can respond to your customer service questions and provide 24-hour emergency service. Just dial **1.800.962.3293**.

Interpreter Service: For customers who prefer to speak in a language other than English, we offer interpreter services. We also have select materials available in Spanish at rge.com and in our local offices.

Special Protection Service: Notify us if everyone in your household is blind or disabled, 18 years of age or younger, or at least 62 years of age or older.

Large-Print and Braille Bill: Your RG&E bill and our *EnergyLines* newsletter are available in large print and our bills are also available in Braille upon request at no charge.

Electronic Funds Transfer (EFT): Take the worry out of remembering to pay your bill by enrolling in EFT. Each month, we'll automatically deduct your amount due from your checking account 23 days after we mail your bill. Simply complete the form on the back of your bill payment stub or enroll online at rge.com.

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.

Budget Billing: Our Budget Billing service lets you spread your utility 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 enroll in any of these free services, visit rge.com or call us at **1.800.743.2110**.

Shop and Save a Trip!

Pay in person at a pay agent (Walmart, supermarkets and other businesses). Visit rge.com to find the pay agent nearest you. Some pay agents accept checks, others, including Walmart, require cash or PIN-based debit cards; some charge a convenience fee.

The benefits of paying at Walmart:

- It's convenient – open 7 days a week.
- It's fast and secure.
- Standard processing fee of only 88 cents.

Please bring your bill or account number with you.



Need to get money to us fast? For the fastest payment posting and processing, make an electronic check payment anytime using our e-Payment service at rge.com or by calling our self service line at **1.800.295.7323**. There is no charge for this service.

RG&E Is Offering Energy Efficiency Incentives!

- **Home Refrigerator and Freezer Recycling** – **New!** Unplug and recycle your second refrigerator or freezer! We'll pick it up for free! You get \$30 and could save up to \$150 a year on your electricity bill.
- **Small Business** – Free energy assessments and incentives for 70% of the cost of recommended lighting upgrades.
- **Commercial and Industrial** – Rebates for installing qualified energy efficient equipment.
- **Multi-Family** – Free installation of compact fluorescent lights in up to six fixtures in each dwelling unit. Incentives covering up to 50% of the cost of common-area lighting upgrades.
- **Residential Natural Gas** – Rebates for installing qualifying natural gas equipment, related control equipment and duct sealing.



For more information and eligibility requirements, visit rge.com.



Be Prepared for Summer Storms

When a storm strikes, RG&E is ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

Stay away from downed power lines and tell others to stay away. Even lines that appear "dead" can be deadly. Call us immediately at **1.800.743.1701** to report downed power lines.

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 Your Power Is Interrupted:

- Check to see if your neighbors' power is out. If it isn't, double check your own circuit breakers or fuse box. Call us at **1.800.743.1701** to report a power interruption.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your refrigerator or freezer to help extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at **rg.com**.



ATTENTION COLLEGE STUDENTS, MOVING OR SEASONAL CUSTOMERS >> If you need your RG&E service turned on or off, don't wait – we can schedule your request months ahead! Visit us anytime online at **rg.com** or contact us at **1.800.743.2110**, 7 a.m. to 7 p.m., Monday through Friday. Please let us know as far in advance as possible – we need **at least** 24 hours' notice. If the meter is inside, you need to be present or make access arrangements with us.

Environmental Update

- RG&E is required by the New York State Public Service Commission (PSC) to publish this information twice a year with the most recent data provided by the PSC.
- **If you receive your electricity supply from RG&E**, your environmental disclosure information is provided here. It is also available at **rg.com**, click on "Giving Back" and then on "In the Environment."
- **If you receive 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 that may not be at the same time as when the RG&E's disclosure information is provided.
- **If you buy your electricity from a supplier other than RG&E, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.
- For more information on environmental disclosure, contact the PSC at **1.888.Ask.PSC1** (1.888.275.7721) or visit **dps.state.ny.us**.



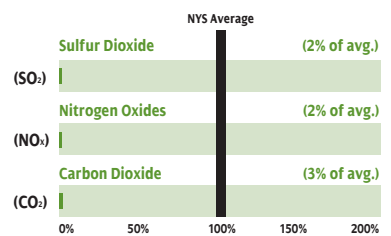
Fuel Sources Used to Generate Your Electricity

- January 2008 through December 2008
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	Less than 1%
Hydroelectric	2%
Natural Gas	1%
Nuclear	96%
Oil	Less than 1%
Solar	0%
Solid Waste	Less than 1%
Wind	Less than 1%
Total	100%

Air Emissions Relative to the New York State Average

- January 2008 through December 2008



RG&E's sources of electricity supply are cleaner than the New York State average.

