



October 2011

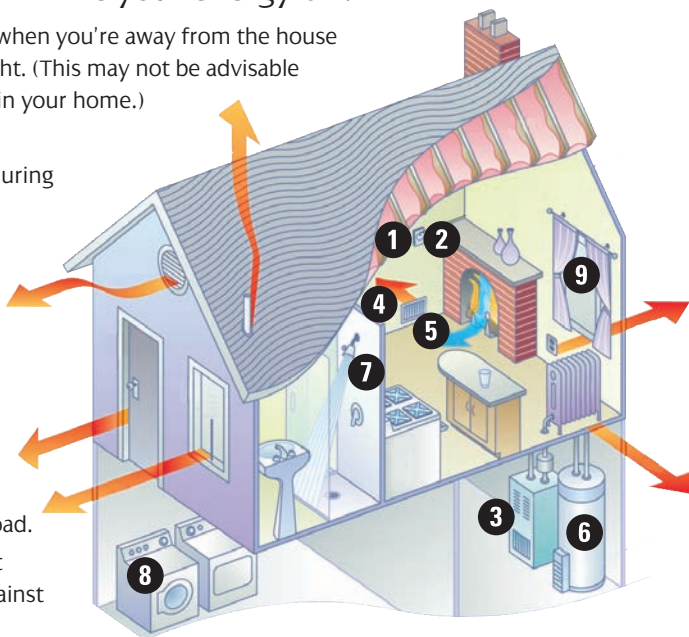
EnergyLines

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Prepare for an Energy-Wise Winter

Maximize energy efficiency and minimize your energy bill.

1. Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if you have frail, ill or elderly people or infants in your home.)
2. Install programmable thermostats.
3. Change or clean furnace filters once a month during the heating season.
4. Warm air rises, so use registers to direct warm airflow across the floor.
5. Close vents and doors in unused rooms and close fireplace dampers when not in use.
6. Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
7. Install water-flow restrictors in showerheads and faucets.
8. Run washing machines and dryers with a full load.
9. Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.



Here are a few more tips for managing winter heating costs:

- **Sign up for RG&E's Budget Billing** service and 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, visit rge.com or call us at **1.800.743.2110**.
- **If you are having trouble paying your RG&E bills**, don't wait, contact us right away at **1.877.266.3492** – together we can work on a solution.
- **For low-cost and no-cost energy-saving tips**, visit rge.com and click on "Usage and Safety" and then on "Using Energy Wisely." The New York State Energy Research and Development Authority's getenergysmart.org Website also offers valuable energy conservation information.

With HEAP comes EAP – RG&E's Energy Assistance Program!

RG&E's Energy Assistance Program (EAP) is designed to help eligible customers gain control of their energy bills. If a HEAP grant is applied directly to an active RG&E account you will automatically earn monthly bill credits.



The 2011-2012 HEAP season is tentatively scheduled to open November 15, 2011. The Department of Social Services will accept applications on or after that date. Please be aware that due to reduced funding HEAP grants may be smaller and more limited than in the past.

If your HEAP is supplied to another fuel supplier, simply provide us with a copy of your award letter and you, too, can enjoy monthly bill credits. Mail a copy of your award letter to: RG&E, Energy Assistance Program, 89 East Ave, 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."



The Power of Your Dollars

The Red Cross/RG&E Heating fund is a fund that helps eligible customers cope with unexpected energy emergencies. There are three ways you can help make sure the dollars are there to assist your neighbors in need this winter:

- 1 Through automatic giving – visit rge.com (click on "Giving Back" and then on "In the Community.")
- 2 Add exactly **\$1, \$2 or \$5** to your next RG&E bill payment.
- 3 Send a check payable to the Red Cross/RG&E Heating Fund to:
Red Cross/RG&E Heating Fund –
American Red Cross Greater
Rochester Chapter, 50 Prince St.,
Rochester, NY 14607.

♥ The Red Cross/RG&E Heating Fund is a joint effort of RG&E and the American Red Cross.



Fall Reminders: Eastern Standard Time Begins Sunday, November 6.

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

Prevent Carbon Monoxide (CO) Poisoning

Carbon monoxide (CO) is a colorless, odorless gas that is a product of incomplete combustion of natural gas, propane, fuel oil, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

TO PROTECT YOURSELF, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a CO detector for your home.

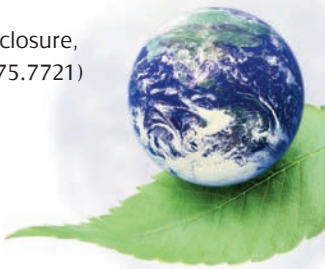


Look Up ... Look Out!

When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."

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 rge.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.



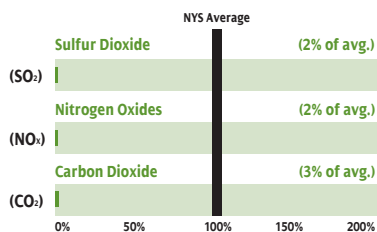
Fuel Sources Used to Generate Your Electricity

- 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.