

## New Electricity Supply Choices

**Effective January 1, 2010, RG&E will no longer offer a fixed price for electricity supply.** Instead, we will offer two options: RG&E Supply Service, a variable price option for electricity supply, or ESCO Supply Service, with supply provided by an energy services company (ESCO). You can select either option any time after January 1. To learn more, visit [rge.com](http://rge.com).

**What happens on January 1?** Customers currently enrolled in the RG&E Fixed Price or RG&E Variable Price options will be placed in the RG&E Supply Service option unless they select an ESCO for their energy supply.

ESCO customers will be placed in the ESCO Supply Service option, unless the customer or ESCO chooses to discontinue service. If you are an ESCO customer and you have questions about your ESCO service, please contact your ESCO directly.

**Interested in ESCO supply?** You can select ESCO service at any time. Please contact ESCOs for more information or offers — a list of ESCOs can be found at [rge.com](http://rge.com), click on "Usage and Safety" and then on "Choose an Energy Supplier."

## Shop for Your Natural Gas Supplier

Shopping for a natural gas supplier may be one way to help manage your energy costs. Visit [rge.com](http://rge.com) for a list of natural gas suppliers and suggested questions to ask to determine which supplier is best for you. With any supplier you choose, RG&E will continue to deliver your energy safely and reliably.

## Need Help With Winter Heating Bills?

**You might be eligible for a Home Energy Assistance Program (HEAP) grant >** HEAP is a federal program that provides financial assistance to eligible households (see right) and can be used to pay heating bills or for other energy-related emergencies.

The HEAP season has begun, so apply now. For more information or to apply, visit [otda.state.ny.us/main/heap](http://otda.state.ny.us/main/heap) or contact your county's Department of Social Services.

**Residential Energy Consumer Assistance Program (RECAP) can help >** If you are income-eligible, you can save on your monthly bills and get weatherization and budget assistance. Learn more at [rge.com](http://rge.com) or contact us at **1.877.266.3492**.

### Having trouble paying your RG&E bills?

Contact us immediately at **1.877.266.3492** — together we can work on a solution.

### Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,030
2	\$2,654
3	\$3,279
4	\$3,903
5	\$4,528
6	\$5,152
7	\$5,269
8	\$5,386
9	\$5,503
10	\$5,620
11	\$6,029

*Season's Greetings*

WISHING YOU AND  
YOUR FAMILY  
A SAFE AND HAPPY  
HOLIDAY SEASON.



*Heating Fund*

## The Power of Your Dollars

The Red Cross/RG&E Heating Fund is an energy assistance fund that helps eligible families cope with unexpected energy emergencies. You can help make sure the dollars are there to assist people this winter.

### Three ways you can give:

- 1 Through automatic giving — visit [rge.com](http://rge.com) or call us at **1.800.743.2110**.
- 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 Street, Rochester, NY 14607.

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

# Important Winter Safety Messages

## Help Avoid Hypothermia

Cold weather can put us at risk of hypothermia, a dangerous condition caused by a lowering of body temperature. Symptoms include feeling very cold, tired and weak; shivering and confusion. To help avoid hypothermia:

**Wear a hat >** Indoors, outdoors, even in bed. Half of our body heat is lost through the head and neck.

**Dress in layers >** Each layer you add helps insulate you against the cold.

**Sleep with layers >** If you lower the thermostat at night, add layers of blankets, quilts, etc., to keep you warm and cozy.

**Eat and drink right >** Food is fuel for the body. Nutritious meals help keep your “body furnace” going. Avoid alcohol, as it speeds up the loss of body heat.

**Know your medications >** Some medications can increase your risk of hypothermia. If you have questions, ask your health care provider.



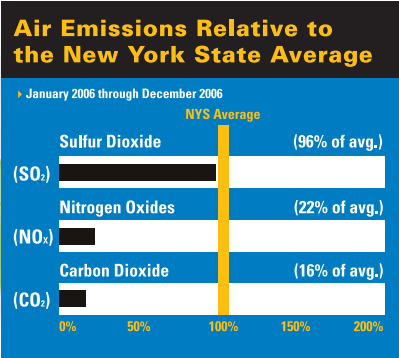
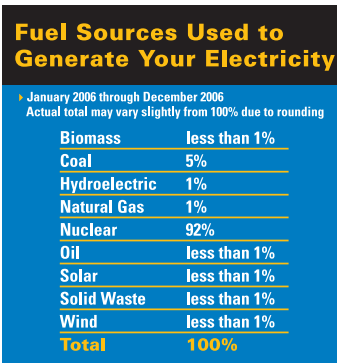
## Prevent Carbon Monoxide Poisoning

Here are *three* important safety tips:

- 1. Carbon monoxide (CO) is a colorless, odorless gas that is a product of the incomplete burning 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.
- 2.** Only professional plumbing and heating contractors or appliance installers should install natural gas lines, change appliance connectors or check service lines running from the natural gas meter to your appliances.
- 3.** If you smell the distinctive odor of natural gas – it’s like the smell of rotten eggs – get up, get out and call RG&E immediately at **1.800.743.1702** from a neighbor’s phone. We’ll respond quickly to make sure you and your family are safe.

## Environmental Update

- >> **If you receive your electricity supply from RG&E,** your environmental disclosure information is provided here. It is also available at **rgc.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.
- >> 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.
- >> For more information on environmental disclosure, contact the PSC at **1.888.Ask.PSC1** (1.888.275.7721) or visit **dps.state.ny.us**.



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

*Part of RG&E’s commitment to the environment ...*  
printed with soy ink on recycled paper, using 100% renewable wind energy.

