

Energy Lines

RG&E

January 2009

www.rge.com

Did You Voice Your Choice for Your Electricity Supply?

Last fall, RG&E electricity supply customers were asked to select an electricity supplier and pricing option for 2009. Your choice became effective January 1, 2009 and continues through December 31, 2009.

If you didn't Voice Your Choice for 2009 and you purchase your electricity supply from RG&E, your account was automatically placed in the RG&E Variable Price Option. This consists of fixed RG&E delivery and transition charges and a variable RG&E supply charge.

If you didn't Voice Your Choice and you purchase your electricity supply from a supplier other than RG&E (also known as an energy services company or ESCO) and your ESCO did not enroll your account, you were automatically placed in the ESCO Price Option. This consists of fixed RG&E delivery and transition charges and an ESCO supply charge (which depends on the offer you accepted from your ESCO), and a fixed retail access credit (a credit on your RG&E charges because you purchase your supply from an ESCO).

Want to change your choice? You can switch between RG&E's Fixed Price Option and the ESCO Option with Supply Adjustment. Or you can switch between RG&E Variable Price Option and the ESCO Price Option. RG&E places no limits on how often you switch, but ESCOs may.

Check with your ESCO to discuss any contractual agreements before switching.

Remember, with any choice, RG&E will continue to safely and reliably deliver your electricity. To report electricity interruptions and emergencies call RG&E at **1.800.743.1701**.

If you switched suppliers for 2009, your selection takes effect with the next meter reading that occurs at least 15 days after RG&E received the enrollment. Therefore, your new selection may not yet appear on your bill.

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. The season closes when funds are exhausted. Eligibility depends on income and family size. HEAP grants can be used to pay heating bills or for other energy-related emergencies.

- > **2008-2009 HEAP benefits have been increased by \$100 and households with energy emergencies are now eligible for *two* emergency HEAP grants. If you were already authorized for HEAP this season, the additional \$100 will be automatically added to your grant amount.**

It's important to apply early, since federal funding is limited. **For more information or to apply, contact your county's Department of Social Services.**

IF YOU ARE HAVING TROUBLE PAYING YOUR RG&E BILLS, don't wait, contact us immediately at 1.877.266.3492.

Clip and Save

How to Contact Us

Customer Relations Center: 1.800.743.2110
(Monday through Friday, 7 a.m. to 7 p.m.)

Electricity interruptions or emergencies:
1.800.743.1701 (24 hours a day, every day)

Natural gas odors or emergencies:
1.800.743.1702 (24 hours a day, every day)

Hearing and speech-impaired (TTY): 1.800.962.3293

Automated account information: 1.800.295.7323

Electronic message: Use our "Write to RG&E" form online at rge.com

Payment arrangements: 1.877.266.3492

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Be Prepared for Winter 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.

If Your Power Is Interrupted >>

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. Then call us at **1.800.743.1701**.
- 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, always keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from another location such as your office or a family member's home) you can report an outage and get updated information at **rge.com**.

Stay Away From Downed Power Lines >>

Stay far away – and tell others to stay away – from downed wires. 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.

We'll keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours, and notify you before any planned interruption of your electricity service for maintenance.



Start the New Year 'Energy Smart'

- To get started on using energy wisely this year, start by conducting a home energy audit. For information on professional and do-it-yourself energy audits, visit **www.eere.energy.gov/consumer**.
- **For low-cost and no-cost energy-saving tips**, visit **rge.com**. The New York State Energy Research and Development Authority's **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 and 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 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 sign up for Budget Billing, visit **rge.com** or call us at **1.800.743.2110**.



For more energy-wise tips, visit **rge.com**.

energy-wise tips

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