

## We Trim Trees Only Near Our Power Lines

Trees are a leading cause of power interruptions. To avoid interruptions, we trim and sometimes remove trees and vegetation that could come into contact with our power lines. If you believe trees around utility lines need to be trimmed, we encourage you to call the right utility – RG&E, the cable company or the telephone company. If your trees are not interfering with utility wires, skilled tree contractors are best qualified to handle the job safely. The illustration below can help you identify utility lines.

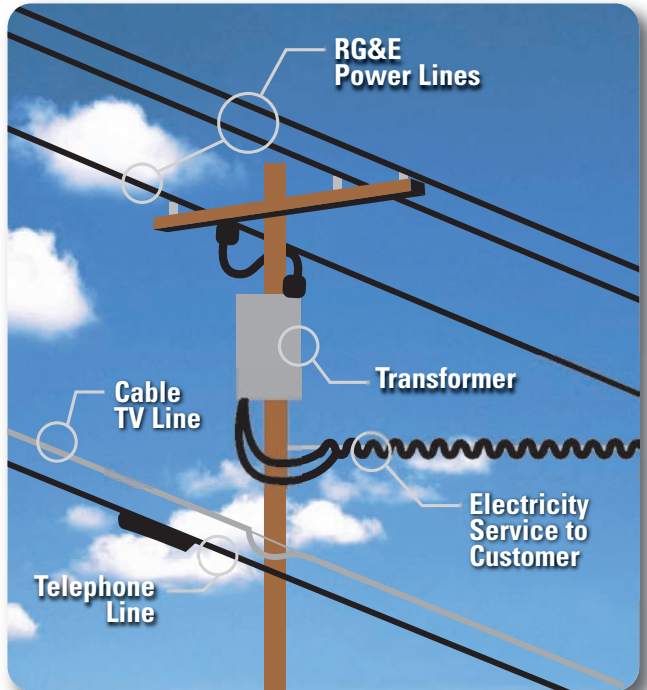
### For Your Safety >>

- Never attempt to remove tree debris when downed power lines may be entangled in the debris.
- Remind children not to climb trees near power lines.
- Avoid planting new trees under power lines.

For more information, visit [rge.com](http://rge.com) and click on the "Usage and Safety" tab and then on "Electrical Safety."

**Our Tree Debris Policy >>** During scheduled tree work in residential and landscaped areas, we chip and remove smaller branches and cut larger ones into easy-to-handle lengths to leave behind. When customers request that we clear vegetation outside of our schedule, or we're doing work in rural, non-landscaped areas, we leave the debris behind for customer disposal.

Following a storm, our first priority is to restore electricity service as quickly and efficiently as possible, so when we have to remove vegetation, we leave trimmed materials behind for customer disposal.



## \$ Duct Sealing Rebates Available

RG&E residential natural gas customers can receive a rebate on duct sealing when they buy and install a qualifying high-efficiency natural gas furnace. The work must be completed on or after July 1, 2009 by a qualified contractor\* and the duct sealing rebate application must accompany a natural gas equipment rebate application.

Rebate applications are available for duct sealing and for select natural gas equipment from contractors, at [rge.com](http://rge.com) (click on "Usage and Safety") or at our customer service offices.

\*A licensed contractor or a contractor with a federal ID number, a Certificate of Insurance or a Business Certificate.



**Don't forget to tune up the dehumidifier >>** Maintaining a portable, plug-in dehumidifier requires simple tune-up tasks. Unplug the unit and then:

- > Read manufacturer's instructions.
- > Wash the holding tank.
- > Replace or clean filters and grilles.
- > Vacuum the coils.



For more energy-wise tips, visit [rge.com](http://rge.com).

# Be Safe Around Natural Gas Pipelines

Natural gas is clean, convenient and economical. It's also safe, thanks to the natural gas industry's diligence in maintaining, operating and monitoring the nation's vast transmission and distribution system.

The greatest risk to underground natural gas pipelines is accidental damage during excavation. Minor damage such as a gouge, scrape or dent to a pipeline or its coating may cause a leak or failure. To help us provide safe, reliable natural gas service:

- 1.** Call before you dig. Contractors are required by law and all customers are strongly encouraged to call *Dig Safely New York* (**811** or **1.800.962.7962**) two days but not more than 10 days prior to excavation work. One call provides notice to underground utilities to mark facilities to help protect them – and ensure public safety – during excavation work. This service is **free**.
- 2.** Call us at **1.800.743.1702** if you smell natural gas or observe excavation being done in an unmarked area where underground utilities may be present.
- 3.** Respect underground pipeline rights of way: whether along a public street or on private property, certain activities could be restricted or prohibited. Check your deed or your municipality before planning any work (adding a storage shed, garage or pool) if you suspect it may infringe on a right of way.



Failure to comply with the law can jeopardize public safety, result in costly damages and lead to substantial fines.

## Pipeline Markers Show the Way

Since natural gas pipelines are underground, line markers can indicate their approximate location. The markers display the material transported and the pipeline operator's name and phone number. Markers only indicate a pipeline's general location and cannot be relied upon to indicate the exact position.

Because many lines are not marked, it is critical that you contact *Dig Safely New York* prior to any excavation.



## Commitment to Safety

We work with industry groups to continually enhance natural gas pipeline safety. At the state level, we work with regulators to ensure the system's safe operation. And, as new technologies are developed in pipeline design, inspections and operations, we continue to invest in programs that allow for safe and reliable natural gas delivery.



We also work with emergency responders and state and local agencies to prevent and prepare for emergencies through training and periodic drills.

## Choose the Right Contractor

Making home improvements? While RG&E can't recommend a contractor, here are some resources to get you started:

- The Air Conditioning Contractors of America provides a contractor locator by ZIP code at [acca.org/contractors](http://acca.org/contractors).
  - The Better Contractors Bureau provides contractor information for Monroe, Wayne, Ontario, Livingston, Genesee and Orleans counties. Visit [the-bcb.net](http://the-bcb.net) or call 1.585.338.3600.
  - The National Association of Home Builders has a local builders and remodelers locator at [nahb.org](http://nahb.org).
  - Be better informed before hiring a contractor by visiting the New York State Office of the Attorney General at [nyknowyourcontractor.com](http://nyknowyourcontractor.com).
- > For more contractor tips, visit [rge.com](http://rge.com), click on "Your Home," then on "Selecting a Contractor."

## 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 supplier list and questions to ask them. With any supplier you choose, RG&E will deliver your energy safely and reliably, and we'll be here – 24 hours a day – to respond to emergencies.