

Rebates for High-Efficiency Natural Gas Equipment

RG&E is offering residential natural gas customers rebates for installing qualifying natural gas equipment and related control equipment on or after July 1, 2009. The rebates are funded through the Public Service Commission-mandated System Benefits Charge that appears on customer bills.

THE FOLLOWING REBATES ARE BEING OFFERED TO CUSTOMERS WHO MEET PROGRAM REQUIREMENTS:

High-efficiency natural gas furnace AFUE 90% or greater	\$200
High-efficiency natural gas furnace AFUE 92% or greater with ECM ..	\$400
High-efficiency natural gas furnace AFUE 94% or greater with ECM ..	\$600
High-efficiency natural gas water boiler AFUE 85% or greater	\$500
High-efficiency natural gas water boiler AFUE 90% or greater	\$1,000
High-efficiency natural gas steam boiler AFUE 82% or greater.....	\$500
Boiler reset control*	\$100
Indirect water heater*	\$300
<small>(An indirect water heater uses the main furnace or boiler to heat a fluid that is circulated through a heat exchanger in the storage tank.)</small>	
Programmable thermostats* (limit 2 per account)	\$25

AFUE = Annual Fuel Utilization Efficiency | ECM = Electronically Controlled Motor
*Installed by a contractor at time of qualifying furnace or boiler replacement.



\$ **Rebate applications** are available from contractors, at **rge.com** or by visiting one of our customer service offices.

\$ **For more information** about customer and equipment eligibility, terms and conditions of the program, and answers to frequently asked questions, visit **rge.com**.

\$ **To check your rebate status**, call the Energy Efficiency Rebate Hotline at **1.800.995.9525**.

Use Energy Wisely This Summer

While longer days and warmer weather make us less dependent on energy for light and heat, there are many opportunities to practice wise energy use.

Staying cool indoors >> If you have storm windows that you remove and replace with screens for the summer, consider which windows you actually open. Leaving some storm windows in place may save you work in the fall and help keep rooms cooler, especially if you use air conditioning. Another “cool” technique is to close blinds and drapes to block direct sunlight.

Tips for using your air conditioner >>

- Set the thermostat no lower than 78 degrees; close windows and exterior doors.
- Keep curtains and furniture away from air intakes and vents.
- Avoid cooking, baking and other heat-producing activities on hot days.
- On moderately hot days, use fans instead of air conditioners.

Follow the manufacturer’s recommendations to ensure that your air conditioner stays in tip-top shape and runs efficiently.



Electric fans >> Fans can be an economical way to make your home more comfortable. Attic fans, window fans, floor and table fans are all cost-effective.

Window fans give better ventilation than portable fans, but attic or “whole-house” fans are often the best choice. Talk with your appliance dealer or home center specialist to find the fan best suited to your home.



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



Wind Energy Programs Get National Recognition

With more than 22,000 customers who have purchased wind-generated electricity, RG&E and NYSEG together are 7th in the nation in the U.S. Department of Energy's (DOE) National Renewable Energy Laboratory (NREL) ranking of participation in "green" power programs.

In 2008, those RG&E and NYSEG customers purchased 90 million kilowatt-hours of wind-generated electricity, directly benefiting the environment by offsetting the need for electricity from fossil-fueled generation. In 2008, the wind energy purchases by RG&E and NYSEG customers resulted in a reduction in carbon dioxide (CO₂) emissions equivalent to planting more than 32,000 acres of trees or not driving more than 82,000,000 miles. Renewable energy sources also help avoid sulfur dioxide and nitrogen oxides emissions.

Learn more about the company's wind energy programs at rge.com – click on the "Your Home" or "Your Business" tab and then click on "Wind Energy."

Trees and Power Lines Don't Mix

Trees are a leading cause of power interruptions. That's why we trim and sometimes remove trees and other vegetation growing near our power lines.

During routine, 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 our usual schedule, or we're doing work in rural, non-landscaped areas, we will leave the cut debris behind for customer disposal.

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



FOR SAFETY:

- Never attempt to remove tree debris when downed power lines may be entangled in the debris.
- Leave cutting and trimming of trees near power lines to professionals. A tree or limb that contacts a power line could be deadly.
- Remind children not to climb trees near power lines.
- Avoid planting new trees under power lines.

For more information, visit rge.com and click on the "Usage and Safety" tab and then on "Electrical Safety."



Please Don't Post Notices on Utility Poles

For the safety of RG&E crews, we ask you not to attach notices or other materials to utility poles. Additionally, remnants of these signs from long-forgotten activities become eyesores and create litter.

For Emergencies, Call RG&E. Need Service? Call a Contractor.

Remember, for natural gas or carbon monoxide emergencies, call RG&E anytime at **1.800.743.1702**. For all non-emergency natural gas services such as those listed below, contact trained, **certified** equipment and appliance professionals who can help you.

- Furnace problems, low or no heat
- Stove and/or oven problems
- Second opinions on recommended work
- Safety inspections
- Dryer problems
- No hot water
- Heating, air conditioning or appliance repair

Part of RG&E's commitment to the environment ...
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