



New Electricity Supply Choices in Effect January 1, 2010, No Set Enrollment Period

Effective January 1, RG&E will no longer offer a fixed price for electricity supply, so this fall we will not conduct the **Voice Your Choice** supply choice enrollment program. 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 choice at any time after January 1, 2010. Learn more at 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.

Customers already receiving their electricity supply from an ESCO under the ESCO Price Option or the ESCO Option with Supply Adjustment 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. ESCOs may offer a fixed or variable supply price. Please contact ESCOs for more information or offers – a list of ESCOs can be found at rge.com (click on "Usage and Safety," then on "Choose an Energy Supplier" to learn more).

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 2009-2010 HEAP season began November 2 and closes when funds are exhausted. Eligibility depends on household income and family size. HEAP grants can be used to pay heating bills or for other energy-related emergencies. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (at right).

It's important to apply early, since federal funding for this year's HEAP season is limited. **For more information or to apply for a HEAP grant, visit**

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 or contact us at **1.877.266.3492**.

IF YOU ARE HAVING TROUBLE PAYING YOUR RG&E BILLS, don't wait, 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

PREVENT carbon monoxide POISONING



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.



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, check your circuit breakers or fuse box.
- 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. Never use candles as a heat source!
- If you have Internet access, you can report an outage and get updated information at rge.com, otherwise you can call us at **1.800.743.1701**.

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.



Energy-Saving Tips for Your Holiday Lighting Displays

- Purchase new, energy-efficient lights. Miniature bulbs use less energy than larger bulbs; replace older lights with LEDs (Light Emitting Diodes).
- Use a programmable timer to turn lighting displays on and off; unplug lights when you leave home or go to bed.
- Use lights and extension cords approved by Underwriters Laboratories Inc. (UL) or other recognized testing organizations.
- Don't overload electrical circuits.
- Extension cords and lights used outdoors should be rated for outdoor use.



Give the Gift of Energy

Available in \$25, \$50 or \$100 increments, Gift of Energy cards are available to pay RG&E energy bills. With no expiration date, these cards can be redeemed at any RG&E customer service office location or can be mailed to RG&E with a bill payment stub. (They are not accepted by third-party pay agents, such as banks or grocery stores).

>>To purchase a gift card, visit an RG&E customer service walk-in office. Or download a form at rge.com (click on "Your Account," "Pay Your Bill" and then on "Payment Options").



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