

## It's Time to *Voice Your Choice* for Your Electricity Supply

### Don't delay, enroll today!

>> With **Voice Your Choice**, you can purchase your electricity supply from RG&E or another energy supplier (also known as an energy services company or ESCO). The enrollment period is November 1, 2008 until 7 p.m. on December 30, 2008. Please select your preferred electricity supplier and electricity supply pricing option – fixed or variable.

>> Your choice takes effect on January 1, 2009 and continues through December 31, 2009.

Remember, RG&E will remain your energy delivery company, whether you purchase your electricity from RG&E or an ESCO.

Your total electricity price is made up of **supply**, **transition** and **delivery** charges. The **supply** charge is what you pay either RG&E or an ESCO to provide electricity to you. The **transition** charge is the difference between the market price of electricity and the price of RG&E's long-term electricity supply contracts (may be positive or negative); **it is the same fixed price with any choice you make**. The **delivery** charge is what you pay RG&E to transport electricity over the power lines to your home or business. **The RG&E delivery charge is a fixed price per kilowatt-hour (kwh) and will be the same with any electricity supplier or supply pricing option you choose.**



### YOU'LL BE RECEIVING YOUR ENROLLMENT MATERIAL FROM US THIS MONTH. HERE'S HOW TO ENROLL:

#### WITH RG&E

- Complete and mail the enrollment card provided in the enrollment material you will receive in the mail this month.
- Call **1.800.RGE.VYCN**ow (1.800.743.8926).
- Visit us online at **rge.com**.

Please have your RG&E account number handy. It is located in the top right corner on page 1 of your bill.



#### WITH AN ESCO

Contact an ESCO listed in your **Voice Your Choice** material or visit **rge.com** for the most current list of ESCOs. If you choose to enroll with an ESCO, please have your account number and Point of Delivery (PoD) ID handy. Your account number is on the top of page 1 of your bill; your PoD ID is at the top of page 3, right above the meter reading table. The ESCO you select will enroll your account. ESCO pricing information is not provided to RG&E; ESCOs may have both fixed and variable supply offers available.

You can learn more about **Voice Your Choice** at **rge.com**.



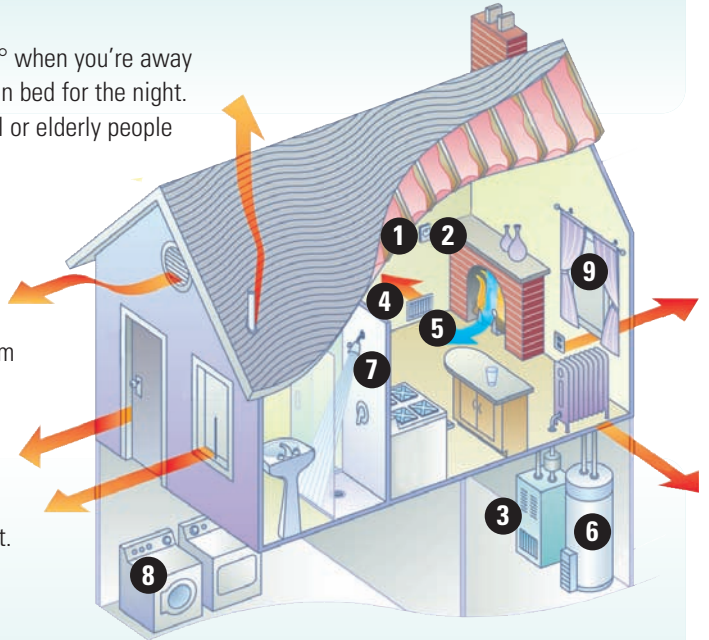
Enroll today!

**voice**  
*your choice*  
for your electricity supply.

# Now Is the Time to Prepare for an Energy-Wise Winter

Here are some tips to maximize your home's energy efficiency and minimize your energy bill.

1. Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if you have frail, ill or elderly people or infants in your home.)
2. Install automatic set back or programmable thermostats.
3. Change or clean furnace filters once a month during the heating season.
4. Warm air rises, so use registers to direct warm airflow across the floor.
5. Close vents and doors in unused rooms and close fireplace dampers when not in use.
6. Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
7. Install water-flow restrictors in showerheads and faucets.
8. Run washing machines and clothes dryers with a full load.
9. Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.



## Here are a few more things you can do to manage winter heating costs:

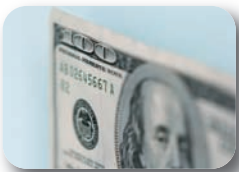


Check [rge.com](http://rge.com) and read our bill inserts for important information on using energy wisely. Some simple steps can go a long way.

If you are having trouble paying your RG&E bills, contact us immediately at **1.877.266.3492**. Together we can work on a solution.

## Win a \$100 Credit on Your RG&E Energy Delivery Bill!

Our Budget Billing and Electronic Funds Transfer services can make bill paying more convenient. With Budget Billing, your annual costs are spread evenly over 12 months.\* With Electronic Funds Transfer, we'll automatically deduct your monthly payment from your checking account.



Every RG&E customer who enrolls in Budget Billing or Electronic Funds Transfer from October 1 through December 1 will be eligible to win a \$100 RG&E bill credit. (See eligibility rules at right.)

To sign up for either Budget Billing or Electronic Funds Transfer – or both – visit [rge.com](http://rge.com) (click on the “Your Account” tab and then on “Pay Your Bill”) or call us at **1.800.743.2110**. You can also enroll in Electronic Funds Transfer by completing the enrollment form on the back of your bill payment stub.

\* To enroll in Budget Billing, your account must be current or you must be up to date on your installment plan.

### RULES

1. Employees of RG&E/NYSEG, Energy East and other Energy East affiliates are not eligible to participate.
2. Current RG&E Budget Billing customers are not eligible for the Budget Billing drawing. Current RG&E Electronic Funds Transfer customers are not eligible for the Electronic Funds Transfer drawing.
3. On December 10, 2008, the names of five RG&E customers who have signed up for Budget Billing since October 1 and the names of five RG&E customers who have signed up for Electronic Funds Transfer since October 1 will be drawn. The 10 winners will be notified by mail that they will each receive a \$100 credit on the energy delivery portion of their next RG&E bill.
4. RG&E customers who sign up for both Budget Billing and Electronic Funds Transfer will have their names entered in both the Budget Billing drawing and the Electronic Funds Transfer drawing.
5. Winners of the \$100 energy delivery bill credits as a result of signing up for Budget Billing must remain in the program for at least three months. Winners of the \$100 energy delivery bill credits as a result of signing up for Electronic Funds Transfer must remain in the program for at least three months.



## Be Prepared for Winter Storms

*Rest assured, 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 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.

### 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.

### 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.

## 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 2008-2009 HEAP season began November 3 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, 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.**

### Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$1,963
2	\$2,567
3	\$3,172
4	\$3,776
5	\$4,380
6	\$4,984
7	\$5,097
8	\$5,210
9	\$5,324
10	\$5,437
11	\$5,800

# Test Your Energy IQ

By using energy wisely, you can better manage your energy costs while maintaining the comfort of your home and help protect the environment.

Test your energy IQ with the following quiz:

## WHAT IS YOUR THERMOSTAT SETTING?

### 1. In winter during the day if your setting is:

- m 68° or less, score 6 points    m 69°, score 5 points  
m 70°, score 4 points        m 71°, score 3 points  
m 72°, score 2 points        m 73°, score 1 point  
m 74° or more, score 0 points    **SCORE** \_\_\_\_\_

### 2. On winter nights if your setting is:

- m 60° or less, score 10 points    m 61°, score 9 points  
m 62°, score 8 points        m 63°, score 7 points  
m 64°, score 6 points        m 65°, score 5 points  
m 66° or more, score 0 points    **SCORE** \_\_\_\_\_

## IS YOUR HOUSE DRAFTY?

To check drafts, hold a tissue where windows and doors meet their frames.

### 3. If the tissue doesn't move, there is no draft around your windows, score 10 points.

**SCORE** \_\_\_\_\_

### 4. If there is no draft around your doors, score 5 points.

**SCORE** \_\_\_\_\_

### 5. If you keep your fireplace or woodstove damper closed to block the air flow when it's not in use, score 6 points. (Score 6 points if you have no fireplace.)

**SCORE** \_\_\_\_\_

### 6. If you have storm windows or high-efficiency, insulating windows, score 10 points.

**SCORE** \_\_\_\_\_

### 7. If you have storm doors or a vestibule, score 5 points.

**SCORE** \_\_\_\_\_

## IS YOUR HOUSE INSULATED?

### 8. If you have 6 inches or more in your attic,

score 20 points. If you have 2 to 4 inches, score 10 points.

**SCORE** \_\_\_\_\_

### 9. If all exterior walls are insulated,

score 10 points.

**SCORE** \_\_\_\_\_

## IS YOUR FLOOR INSULATED?

### 10. If there is an unheated space under your house and your floor is insulated, score 10 points.

If you have a heated basement and the basement walls are insulated, score 10 points.

**SCORE** \_\_\_\_\_

## SPACE AND WATER HEATING

### 11. Depending on your heating system, score 6 points

if your heating system was serviced since last winter or you regularly change filters on your forced air system or you clean baseboard units on your baseboard heating system.

**SCORE** \_\_\_\_\_

### 12. If the water heater temperature setting is 120° or lower, score 6 points. If above 120°, score 0 points.

**SCORE** \_\_\_\_\_

## ► NOW ADD LINES 1 – 12

TO GET YOUR QUICK QUIZ TOTAL SCORE: \_\_\_\_\_

### What Your Score Means

**84 or above:** Congratulations! You're making energy-wise decisions. To further control costs, look at the age and ENERGY STAR® rating of your appliances.

**70 to 83 points:** Review the areas where your score was lower and visit [rge.com](http://rge.com) (click on "Using Energy Wisely" under the "Usage and Safety" heading).

**69 or under:** There's room for improvement. Look at the quiz again. The areas you scored the fewest points may be the best places to start.

# 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). They are low-energy users and have a long life.
- Be creative with displays by using fewer lights.
- 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 that are approved by Underwriters Laboratories Inc. (UL) or other recognized testing organizations.
- Discard lights if they have any cracked sockets, loose wire connections or frayed wires.
- Don't overload electrical circuits.
- Extension cords used outdoors should be rated for outdoor use.



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

