

RG&E's *Voice Your Choice* enrollment begins in November.

**Watch for your enrollment materials
in the mail next month!**



It Will Pay to Prepare Now for the Heating Season

We encourage you to make plans now for higher bills this winter as a result of higher unregulated, market-based electricity and natural gas supply costs. Our electricity and natural gas delivery prices are frozen. However, the major component of your bills – electricity and natural gas supply costs – continue to be higher than they have been historically, and they are higher than they were last winter.

Higher electricity and natural gas supply costs together with the severity of the winter will be the biggest factors in determining your bills.

WHAT YOU CAN DO TO MANAGE ENERGY BILLS >>



- Major projects such as installing new windows and adding insulation can be big energy savers, but the project costs must be recoverable in energy savings over a short period of time or else they are simply not worth the investment. Good starting points for evaluating potential projects are conducting a home energy audit and speaking with contractors. For information on professional and do-it-yourself energy audits, visit www.eere.energy.gov/consumer. Check the Yellow Pages for home improvement contractors, and be sure to ask for references.



- **For low-cost and no-cost energy-saving tips**, visit rge.com and click on "Usage and Safety" and then on "Using Energy Wisely." 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. Also look for 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**. *Plus, sign up and be entered to win \$100 (see back panel).*



> **If you are having trouble paying your RG&E bills**, contact us right away at **1.877.266.3492**. The sooner you do, the sooner we can work on a solution together.



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

energy-wise tips

Considering Electric Space Heating This Winter?

Electricity prices are competitive with oil and propane, and that reason, along with comfort and convenience, may have you considering an electric space heater. A good money-saving strategy is to use energy-efficient electric heat to supplement your central heating system, unless you use a fuel that is cheaper than electricity, such as natural gas.

If you use space heaters this winter, consider these tips:

- Use a portable energy-efficient electric space heater or electric baseboard heat to warm the rooms or area you're using. That way you can keep your central heating system thermostat down while making sure you and your family are comfortable.
- Purchase the right size heater for the space you are heating and be sure the unit carries the Underwriters Laboratories (UL) label or has been tested by another recognized organization.
- Never overload circuits. Have a licensed electrician check your electrical system to ensure it is safe for your intended use.
- Always read, understand and follow the manufacturer's instructions.
- Choose models that have automatic safety switches that turn off the heater if it is accidentally tipped over.
- Never leave a space heater unattended and never leave the house or go to sleep without turning off the heater.
- Always turn off and unplug a space heater when not in use.
- Keep the cord and heater away from high-traffic areas, and keep the heater away from curtains, furniture and other flammables.



Red Cross/RG&E Heating Fund Expands With Major Commitment from RG&E

>> \$500,000 contribution will make funds available to more people in need

In November, the Red Cross/RG&E Heating Fund will re-open and remain open year-round. Supported by contributions from RG&E customers, shareholders, employees and the community since 1984, the Heating Fund has operated seasonally, assisting nearly 14,000 families with grants totaling over \$4.7 million.

Heating Fund offers grants to income-eligible applicants with energy emergencies. Now the fund will offer an additional service – matching funds for applicants making utility bill payments to help them reduce their past-due amounts.

United H.E.L.P., an energy assistance fund created through a partnership between United Way and RG&E, will provide assistance this year until the Heating Fund re-opens in November or until United H.E.L.P. funds are exhausted.

“We’re happy to be able to extend our assistance to the community and increase our support to help our neighbors year-round,” said John Buttrill, CEO of the Greater Rochester Red Cross. “This continued joint venture of 24 years collaborating with RG&E enables us to maximize the Heating Fund Program and provide additional options to so many families.”

For more information about the Heating Fund, visit rge.com or call your local Red Cross Chapter.



Three ways you can give:

- 1** Through automatic giving – visit rge.com or call us at **1.800.743.2110**.
- 2** Add exactly **\$1, \$2 or \$5** to your next RG&E bill payment.
- 3** Send a check payable to the **Red Cross/RG&E Heating Fund** to:
Red Cross/RG&E Heating Fund – American Red Cross
Greater Rochester Chapter,
50 Prince Street,
Rochester, NY 14607.

Look Up ... Look Out!

Autumn's here and RG&E wants to remind you to Look Up...Look Out! when cleaning gutters or trimming trees near power lines.



Remember that aluminum siding, gutters and ladders can conduct electricity. If any of these items touch an overhead power line, the results could be deadly.

You may want to consider hiring a professional to clean out gutters and it's a must for trimming trees near power lines.

REMEMBER: No line is safe to touch, ever.



HEAP Can Help With Heating Bills

Many households receive financial help each year from HEAP – the federal Home Energy Assistance Program which opens on November 3. 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 (below).

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.

Generator Safety

Generators can be dangerous if not used properly. You may be liable for damage or injury to people and property that may result from an improperly installed or operated emergency generator. Review these safety tips before using your portable or stationary generator.

- Read, understand and follow the manufacturer's instructions.
- Operate outdoors in a clean, dry area.
- Your generator must be properly grounded.
- After losing power, turn off main breaker or pull main fuse block.
- Generators that are directly connected to existing wiring systems must use a double-pole, double-throw transfer switch.
- Electrical connections must comply with the National Electric Code (NEC).
- Do not overload your generator with too many appliances.
- Use properly sized extension cords in good condition.



Typical portable generator

Stationary generators require additional consideration. They should be installed only by professionals. NEC and local code requirements must be met, and a double-pole, double-throw switch is a must.

If you are planning to install a stationary emergency generator powered by natural gas:

- Contact RG&E at **1.800.743.2110** to ensure that there is adequate natural gas pressure.
- Check (or be sure your contractor checks) with the municipality to see if a permit is required.
- Be sure to read, understand and follow all manufacturer's instructions for safe operation.

For more information, read our *Emergency Generator Safety* brochure at rge.com or call us at **1.585.771.2163**.

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

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

Our Budget Billing and Electronic Funds Transfer services can help make bill paying more convenient. With Budget Billing, you'll know your monthly payment in advance because we'll spread your annual energy costs evenly over 12 months.* With Electronic Funds Transfer, we will automatically deduct the amount you owe each month from your checking account.

And now these services are even more appealing! That's because every RG&E customer who signs up for our Budget Billing or Electronic Funds Transfer service from now through December 1 will be eligible to win a \$100 credit on their RG&E energy delivery bill. (See eligibility rules below.)

To sign up for either Budget Billing or Electronic Funds Transfer – or both – visit 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.



SafeGuard Lighting Provides Safety, Security and Visibility

RG&E SafeGuard Lighting:

- Helps employees and customers feel more secure
- Deters theft and vandalism
- Completely automatic – on at dusk, off at dawn
- Fully maintained by RG&E
- Free installation – requires no upfront investment
- Itemized on your existing RG&E bill

Draw attention to your business and create a pleasant and more secure environment for your customers and employees with economical *SafeGuard Lighting*.

With RG&E's **free lighting consultation and layout service** you can select the ideal system for your situation. For a monthly charge we install and maintain the system – that includes the electricity.

SafeGuard Lighting delivers convenience, security, increased visibility and highly efficient lighting all in one. And you don't even have to flip a switch – **SafeGuard Lighting turns on automatically at dusk and off at dawn.**

If you'd like to know more about *SafeGuard Lighting*, please call **1.800.456.5153** or visit rge.com and click on the "Your Business" tab.



Eastern Standard Time Begins Sunday, November 2.

When setting clocks back, don't forget to replace batteries in battery-operated smoke alarms and carbon monoxide detectors.

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

