

## Did You Voice Your Choice?

### Your New Electricity Supply Choice Takes Effect This Month

Last fall, RG&E electricity supply customers were asked to select a supplier and a supply choice for 2008. Your choice became effective January 1 and continues through December 31, 2008.

**Didn't Voice Your Choice?** If you did not make a choice you were automatically placed in either one of two default options depending on your electricity supplier.

**If you purchased your electricity supply from RG&E in 2007,** your account was automatically placed in the RG&E Variable Price Option. This consists of a fixed RG&E delivery charge, a variable transition charge and a variable RG&E supply charge.

**If you purchased your electricity supply from a supplier other than RG&E (also known as an energy services company or ESCO) in 2007,** and your ESCO did not enroll your account, you were automatically placed in the ESCO Price Option. This consists of a fixed RG&E delivery charge, a variable RG&E transition charge, an ESCO supply charge (which depends on the offer you accepted from your ESCO), and a fixed retail access credit (a credit on your RG&E charges because you purchase your supply from an ESCO).

**Choose to change your choice?** You can switch between RG&E's Fixed Price Option and the ESCO Fixed Price Option with Supply Adjustment. Or you can switch between RG&E Variable Price Option and the ESCO Price Option. RG&E places no limits on how often you can switch, but many ESCOs may. Check with your ESCO to discuss any contractual agreements before switching.

Remember, no matter which energy supplier you choose, RG&E will continue to safely and reliably deliver your electricity. To report electricity interruptions and emergencies call RG&E at **1.800.743.1701**.

**If you switched suppliers for 2008,** your selection takes effect with the next meter reading that occurs at least 15 days after RG&E received the enrollment. Therefore, your new selection may not appear on your next bill.



## Coming Soon to a Phone Near You!

We've listened to our customers and are installing a new phone system to better serve you. This new phone system, which uses touch-tone instead of voice response, is expected to be in service by the end of January.

### Customer Relations Center Main Menu >> 1.800.743.2110



## How to Contact Us

**Electricity interruptions or emergencies:** 1.800.743.1701  
(24 hours a day, every day)

**Natural gas odors or emergencies:** 1.800.743.1702  
(24 hours a day, every day)

**Customer Relations Center:**  
1.800.743.2110

**Hearing- and speech-impaired (TTY):**  
1.800.962.3293

**Automated account information:** 1.800.295.7323

**Payment arrangements:**  
1.877.266.3492

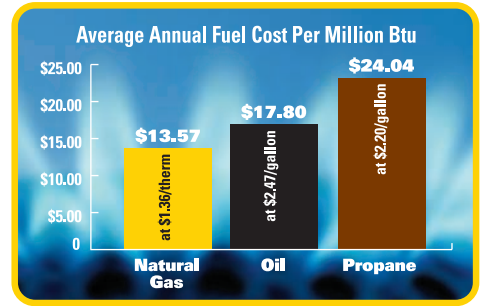
# Save Money by Converting to Natural Gas

Natural gas is a convenient, versatile fuel, and it can save you money! A typical heating customer in Upstate New York would have **saved more than \$400** during the last 12 months by using natural gas instead of oil; a typical heating customer would have **saved more than \$1,000** by using natural gas instead of propane.

There are environmental benefits as well – natural gas is the cleanest burning of all fossil fuels. It's no wonder that natural gas appliances increase the value of a home.

Did you know that more than 90% of our natural gas is produced in North America, including wells right here in New York? And natural gas is always there when you need it – delivered safely and reliably by RG&E.

**100 feet FREE!** If your home is 100 feet or less from one of our natural gas mains, RG&E will install the service from our main to your house for **free**, as long as you commit to installing natural gas heat in your home. Apply for service online at [rge.com](http://rge.com) or call us at **1.800.743.2110**.



Price averages are for the period December 2006 - November 2007 and represent delivered fuel costs for a typical heat and hot water usage pattern.

Sources > Natural gas: RG&E combined area delivery and supply rates  
Oil and propane: NYSERDA survey data for Western Region



## Enjoy the Comfort and Convenience of Natural Gas Appliances

There are many appliances to choose from to help heat your home or to add that decorative touch. From cozy natural gas fireplaces to worry-free natural gas heating systems to an endless supply of hot water from a tankless natural gas water heater, natural gas has it covered.



>> To learn more visit [rge.com](http://rge.com).  
Click on the "save with natural gas" icon on our home page.



## Buy Natural Gas from RG&E or a Supplier

You can purchase your natural gas supply from RG&E or from another supplier (also known as an energy services company or ESCO). Find a list of suppliers at [rge.com](http://rge.com) (click on the "Choose an Energy Supplier" under the "Usage and Safety" heading).

Natural gas bills include **delivery** and **supply** charges.

- The **delivery** charge is what you pay RG&E to transport natural gas to your home or business. The **supply** charge is what you pay RG&E or a supplier for the natural gas you use.
- RG&E's natural gas delivery prices have remained relatively flat for a decade.
- RG&E natural gas customers pay market-based prices for the natural gas they use (supply). RG&E cannot control these market-based supply prices, and RG&E makes no profit on the natural gas we purchase for our customers.





## 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 repair downed power lines.

## Removing Snow and Ice Safely

When you remove snow and ice from driveways and sidewalks, make sure you know where our meters are so you don't damage them, inadvertently disrupt service to your home or business or put yourself in danger. Snow and ice can damage electricity and natural gas meters, natural gas pipes and natural gas regulators, so never bury them when you are shoveling, using a snowblower or plowing. When removing snow or ice from a roof, never let it fall on our meters and other equipment.

Also, natural gas appliance chimneys and vents should also be kept free of snow and ice to prevent carbon monoxide poisoning.

Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call RG&E immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.

**>> If you are an RG&E natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at 1.800.743.1702.**



# 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:

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

SCORE \_\_\_\_\_

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

- 60° or less, score 10 points     61°, score 9 points  
 62°, score 8 points     63°, score 7 points  
 64°, score 6 points     65°, score 5 points  
 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 already making energy-wise decisions. To further control your energy 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 check out the tips at [rge.com](http://rge.com) (click on "Using Energy Wisely" under the "Usage and Safety" heading). There are some simple things you can do to use energy wisely.

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

## Even Out Your Energy Costs

With RG&E's Budget Billing service, you don't have to worry about seasonal ups and downs in your energy bills. Budget Billing lets you spread your energy 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](http://rge.com) (click on "Pay Your Bill" under the "Your Account" heading) or call us at **1.800.743.2110**.



*Part of RG&E's commitment to the environment ...*  
printed with soy ink on recycled paper.