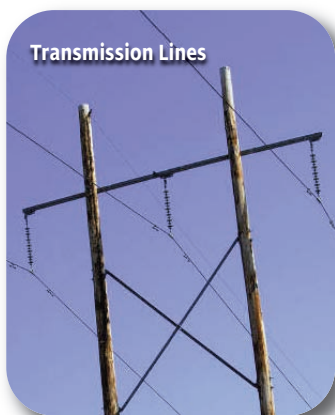


Trees Are a Leading Cause of Power Interruptions

We are proud to be your provider of reliable, essential electricity service. When that service is interrupted, it is most often due to a tree or branch coming into contact with our power lines. To minimize these interruptions, we prune and remove trees and vegetation in our rights of way.



Removing Trees Near Transmission Lines

High-voltage transmission lines move large amounts of power from where it's produced to our local distribution system. Trees falling on power lines or branches touching lines are to blame for many transmission outages nationwide, according to the North American Electric Reliability Corporation (NERC), a regulatory organization that enforces reliability standards. In fact, the August 2003 blackout that disrupted service to the entire Northeast was traced in part to tree limbs coming into contact with transmission lines in Ohio.

In addition to our regular transmission maintenance work, as a direct result of the 2003 blackout, the New York State Public Service Commission (PSC) does not allow trees to be pruned when they have the capacity to grow close, come into contact or fall into a high-voltage transmission line: in those cases, utilities must **remove** those trees. It is the utilities' responsibility to ensure that trees do not endanger transmission service.

Pruning Or Removing Trees Near Distribution Lines

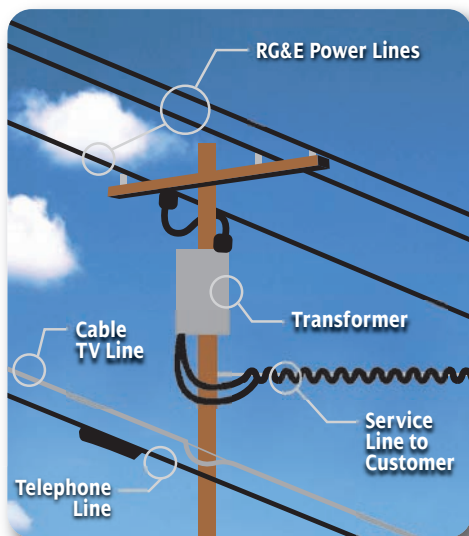
For distribution lines – the power lines that deliver electricity to homes and businesses – we may prune trees and vegetation or remove them depending on the situation. Any pruning we do follows American National Standards Institute (ANSI) standards and Tree Care Industry Association (TCIA) guidelines.

If you believe trees around utility lines need to be removed or pruned, we encourage you to be sure to call the right utility – RG&E, the cable provider or the telephone company (see the illustration to the right to help you identify utility lines). Vegetation on or near the electricity service wires leading to your home or business can be pruned by qualified tree contractors. Do not try this yourself – any tree pruning or removal is best handled by a professional.

To learn more about our pruning methods, visit rge.com and click on the "Usage and Safety" tab and then on "Electrical Safety." You can also view our *Tree and Vegetation Management* brochure at rge.com.

Plan Before You Plant or Build >> We encourage customers to consider the location of distribution lines when planting or doing construction work. Never plant or build anywhere near transmission lines. Visit arborday.org for planting tips.

Our Tree Debris Removal Policy >> During 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 of our schedule or when we're doing work in rural, non-landscaped areas, we leave the cut material behind. Following storms, our priority is to restore electricity service as quickly and efficiently as possible, so when we have to cut vegetation, we leave cut material behind in all cases.



For Your Safety:

- >> After storms, never attempt to remove tree debris when downed power lines may be entangled in the debris.
- >> Leave cutting and pruning 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.



Stay away from downed power lines and tell others to stay away. 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**.

Be Prepared for Summer 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, 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.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at **rge.com** by clicking on the “Outage Central” tab.

Choose Your Way to Pay

Pay your RG&E bill anytime – our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- >> Go paper-free with our free **e-Bill** service – save stamps, checks and paper. Receive and pay your bill at **rge.com** and view up to 13 months of billing history.
- >> Use our **e-Payment** service to make a secure electronic payment from your checking account, you can pay online at **rge.com** or by calling our self service line at **1.800.295.7323** – no enrollment or login needed.

Other Payment Options

- >> Enroll in our **electronic funds transfer** (EFT) service by completing the form on the back of your bill payment stub or **enroll online** (visit **rge.com** and click on “Your Account” and then on “Enroll in Electronic Funds Transfer”). Customers who submit the EFT form electronically will receive a confirmation e-mail.

With EFT, RG&E will deduct your amount due from your bank account 23 days after we mail your bill. Once enrolled, your bill will list the date your payment will be deducted and your bill payment stub will display “AUTOPAY” in the “Amount Due” box.

- >> Mail your payment to us – be sure to write your account number on your check.
- >> Drop your payment off at one of our offices.



WE'RE JUST A PHONE CALL AWAY > Call our self service line, available 24 hours a day anytime at **1.800.295.7323** to enter a meter reading, pay by phone, learn your account balance and more.

Go
paperfree
save time, save money
rge.com/online

Visit our new Web page at **rge.com/online** for quick links to many of our self service options, available 24/7.

Must Pay Right Away?

If you have a termination notice or are close to the due date, phone payment provides the fastest payment posting. Call **1.877.266.3492**, 24/7.

