

New Electricity Supply Choices Now in Effect

Effective January 1, RG&E no longer offers a fixed price for electricity supply. Instead, we now 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 option any time. To learn more, visit **rge.com**, click on "Usage and Safety," then on "Choose An Energy Supplier."

What happened on January 1? Customers previously enrolled in the RG&E Fixed Price or RG&E Variable Price options were placed in the RG&E Supply Service option, unless they selected an ESCO for their energy supply.

ESCO customers were placed in the ESCO Supply Service option, unless the customer or ESCO chose 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. 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."

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 HEAP season closes when funds are exhausted. 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 now, 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.

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

IF YOU ARE HAVING TROUBLE PAYING YOUR RG&E BILLS, don't wait, contact us immediately at 1.877.266.3492.

✂ Clip and Save

How to Contact Us

Customer Relations Center: 1.800.743.2110
(Monday through Friday, 7 a.m. to 7 p.m.)

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)

Hearing and speech-impaired (TTY): 1.800.962.3293

Automated account information: 1.800.295.7323

Electronic message: Use our "Write to RG&E" form online at rge.com

Payment arrangements: 1.877.266.3492



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.

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 immediately at 1.800.743.1702.

Be Safe When Using Generators

- > Operate your generator outdoors in a clean, dry, well-ventilated area.
- > Make sure all electrical connections comply with National Electric Code.
- > **NEVER** connect a generator to an existing wiring system without an automatic transfer switch.
- > **NEVER** overload your generator with too many appliances.
- > **NEVER** let children play near a generator.



- > Read our *Emergency Generator Safety* brochure at **rge.com** (click on "Usage and Safety," "Electrical Safety" and then on "Generator Safety") or call us at **1.585.771.2163**.



Start the New Year 'Energy Smart'

- **For low-cost and no-cost energy-saving tips**, visit **rge.com**, 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.
- **Take advantage of rebates for installing high-efficiency equipment.** Visit **rge.com** for links to rebate programs or to learn more.
- **Sign up for RG&E's Budget Billing** service and 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, visit **rge.com** (click on "Your Account," "Pay Your Bill" and then on "Budget Billing") or call us at **1.800.743.2110**.



For added peace of mind, consider electronic funds transfer (EFT). With EFT, RG&E will deduct your payment from your checking account automatically. No worries. No envelope. No stamp. We'll still send you a paper bill. To enroll, complete the form on the back of your payment stub or visit **rge.com** and click on "Your Account," "Pay Your Bill" and then on "Payment Options."



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