

Services Designed with You in Mind

We strive to provide you with reliable and essential energy delivery. Our work doesn't stop there – we also have many services designed to meet the variety of needs you or your family members may have.



Life Support Customers > If you or a member of your household relies on life-sustaining equipment, don't wait!

Contact us now and we'll notify you before any planned interruption of your electricity service for maintenance. We'll also keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours.

Third-Party Notification > Our third-party notification service offers you extra peace of mind. A friend, agency or organization you designate will receive a copy of any important notices we may send to you.

Hearing and Speech Impairment Assistance > If you use a text telephone (TTY) device in your home, RG&E can respond to your customer service questions and provide 24-hour emergency service. Just dial **1.800.962.3293**.

Interpreter Service > For customers who prefer to speak in a language other than English, we offer interpreter services when you call. We also have select materials available in Spanish at **rge.com** and in our local offices.

Special Protection Service > Notify us if everyone in your household is blind or disabled, 18 years of age or younger, or at least 62 years of age or older. In addition, notify us if anyone in your household relies on life-sustaining equipment or has a medical condition that depends on energy services.

Large-Print and Braille Bill > Your RG&E bill and our *EnergyLines* bill insert are available in large print and our bills are also available in Braille upon request at no charge.

Electronic Funds Transfer (EFT) > Take the worry out of remembering to pay your bill by enrolling in EFT. Each month, we'll automatically deduct your amount due from your checking account 23 days after we mail your bill. Enrollment is easy – just complete the form on the back of your payment stub or visit **rge.com**.

Budget Billing > Our Budget Billing service lets you 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 enroll in any of these free services, visit **rge.com** or call us at **1.800.743.2110**.

Options for Reading Your RG&E Meter

We make every attempt to read the meter every other month. On the months we do not read the meter, you will receive a bill based on estimated use. If you would prefer to be billed based on actual energy use, you can provide us with meter readings on the dates readings are due (listed on page 3 of your bill). You can provide your meter readings:

- Online at **rge.com**, click on "Your Account," then on "Submit a Meter Reading."
- By telephone using our Self Service Line at **1.800.295.7323**.
- By e-mail (we'll send you an e-mail when the meter reading is due). You can even take a photo of the meters and e-mail an electronic image to **customer_service@rge.com**. If you do so, please put your meter number(s) in your e-mail subject line.
- By mail using our Meter Read Reminder Postcard. To enroll, visit **rge.com** or call **1.800.743.2110**.



Attention College Students, Moving or Seasonal Customers

If you need your RG&E service turned on or off, don't wait – we can schedule your request months ahead! Visit us anytime online at **rge.com** or contact us at **1.800.743.2110**, 7 a.m. to 7 p.m., Monday through Friday.

Please let us know as far in advance as possible – we need **at least** 24 hours' notice. If the meter is inside, you need to be present or make access arrangements with us.



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 >>

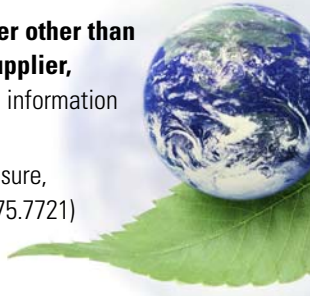
- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. Then call us at **1.800.743.1701**.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your 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**.

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.

Environmental Update

- >> RG&E is required by the New York State Public Service Commission (PSC) to publish this information twice a year with the most recent data provided by the PSC.
- >> **If you receive your electricity supply from RG&E**, your environmental disclosure information is provided here. It is also available at **rge.com**, click on "Giving Back" and then on "In the Environment."
- >> **If you receive your electricity supply from a supplier other than RG&E and your supplier's charges are included in your RG&E bill**, your supplier's environmental disclosure will be provided in a separate bill insert that may not be at the same time as when the RG&E's disclosure information is provided.
- >> **If you buy your electricity from a supplier other than RG&E, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.
- >> For more information on environmental disclosure, contact the PSC at **1.888.Ask.PSC1** (1.888.275.7721) or visit **dps.state.ny.us**.



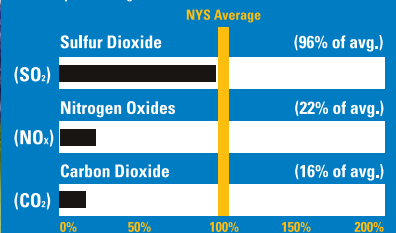
Fuel Sources Used to Generate Your Electricity

January 2006 through December 2006
Actual total may vary slightly from 100% due to rounding

Biomass	less than 1%
Coal	5%
Hydroelectric	1%
Natural Gas	1%
Nuclear	92%
Oil	less than 1%
Solar	less than 1%
Solid Waste	less than 1%
Wind	less than 1%
Total	100%

Air Emissions Relative to the New York State Average

January 2006 through December 2006



RG&E's sources of electricity supply are cleaner than the New York State average. ▲



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

