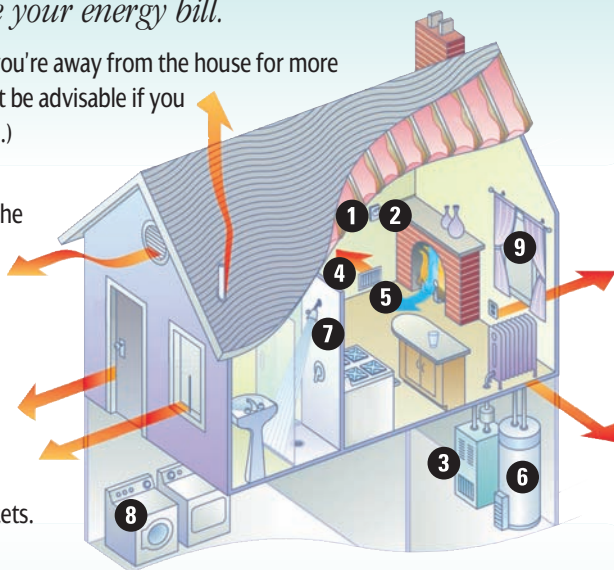


Prepare for an Energy-Wise Winter

Maximize energy efficiency and minimize your energy bill.

1. Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if you have frail, ill or elderly people or infants in your home.)
2. Install programmable thermostats.
3. Change or clean furnace filters once a month during the heating season.
4. Warm air rises, so use registers to direct warm airflow across the floor.
5. Close vents and doors in unused rooms and close fireplace dampers when not in use.
6. Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
7. Install water-flow restrictors in showerheads and faucets.
8. Run washing machines and dryers with a full load.
9. Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.



Here are a few more tips for managing winter heating costs:

- >> **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 enroll, visit rge.com or call us at **1.800.743.2110**.
- >> **If you are having trouble paying your RG&E bills, don't wait, contact us right away at 1.877.266.3492.**
- >> **If you 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 2010-2011 HEAP season begins November 1 and closes when funds are exhausted. For more information or to apply, visit otda.ny.gov/main/programs/heap or contact your local Department of Social Services.



Fall Reminders:

Eastern Standard Time Begins Sunday, November 7. When setting clocks back, replace batteries in battery-operated smoke alarms and carbon monoxide detectors.

Prevent Carbon Monoxide (CO) Poisoning. Have your heating system and chimney, flues and vents checked by a professional and purchase a CO detector. 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**.

Look Up ... Look Out! When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."



The Power of Your Dollars

The Red Cross/RG&E Heating fund is a fund that helps eligible families cope with unexpected energy emergencies. There are **three ways** you can help make sure the dollars are there to assist your neighbors this winter:

- 1 Through automatic giving – visit rge.com.
 - 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 St., Rochester, NY 14607.
- ♥ **The Red Cross/RG&E Heating Fund is a joint effort of RG&E and the American Red Cross.**

Convenient Billing and Payment Options

- >> **Paper-free with e-Bill** – View and pay bills online, building up to 13 months of billing history and manage multiple accounts.
- >> **In person** – Pay at one of our pay agents (Walmart, supermarkets and other businesses) or our office locations. Visit rge.com/online to learn more.
- >> **By credit card** – Pay online at rge.com.
- >> **With Electronic Funds Transfer (EFT)** – Save time, money and never pay a late fee. It's free! Simply complete the form on the back of your bill payment stub or the automated form at rge.com (click on "Your Account" and then on "Enroll in Electronic Funds Transfer"). Once enrolled, we'll deduct the amount due from your checking account.



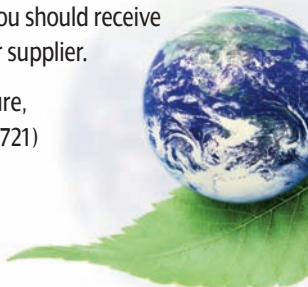
Enroll in Our Meter Read Reminder Service

Want a reminder when a reading is due? Enroll in our Meter Read Reminder Service at rge.com (click on "Reading Your Meter" and then on "Reminder Service"). 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 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.

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.



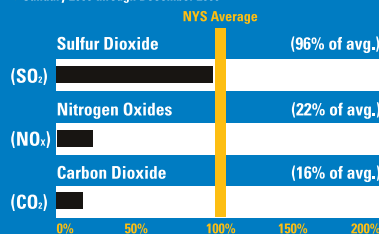
Fuel Sources Used to Generate Your Electricity

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. ▲

