



EnergyLines

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Do You Need Help Paying Your Energy Bill?

A Project SHARE Heating Fund grant could help

If you received Emergency HEAP, you may be eligible for a grant of up to \$350 through the NYSEG and RG&E Project SHARE Heating Fund. The Project SHARE Heating Fund is designed to help income-eligible RG&E customers as well as active members of the military and veterans within the RG&E service area with energy emergencies.



For details, call the Project Share Heating Fund at **1.800.599.4327** weekdays between 9 a.m. to 5 p.m. Or visit heartshare.org. The Project SHARE Heating Fund is administered by HeartShare Human Services of New York.

Know What's Below. Call Before You Dig

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities marked is essential to protect yourself from injury and prevent damage to underground utility lines. Having underground utilities marked is easy – simply call **811** at least two working days (not including the day you call) but not more than 10 working days before you plan to start your project.



Look Up...Look Out!

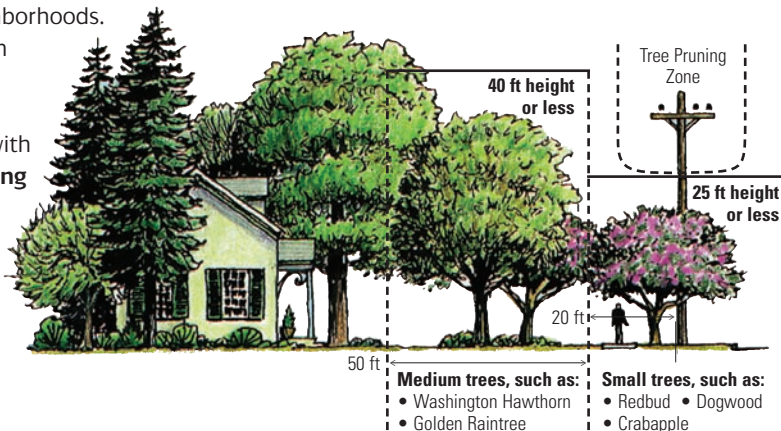
When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."

Remember:

- Water and electricity NEVER mix. Keep power tools and extension cords away from water, including rain, wet ground, swimming pools, sprinklers and garden hoses.
- Have a licensed electrician add weatherproof covers and GFCIs (ground-fault circuit interrupters) to outdoor electrical outlets to protect against electrical shock.
- Leave cutting and pruning of trees near power lines to professionals. A tree or limb that comes in contact with a power line could be deadly.

Plant the Right Tree

Trees are valuable additions to our neighborhoods. However, trees that come in contact with power lines are a leading cause of power interruptions. If you're thinking about planting a tree near power lines, check with the Arbor Day Foundation for **low-growing varieties** that will add beauty to your property without interfering with power lines. Learn more at arborday.org or call **1.888.448.7337**.



Join us in celebrating Earth Day, Tuesday, April 22.



76 Easy Ways to Save on Energy? YES!

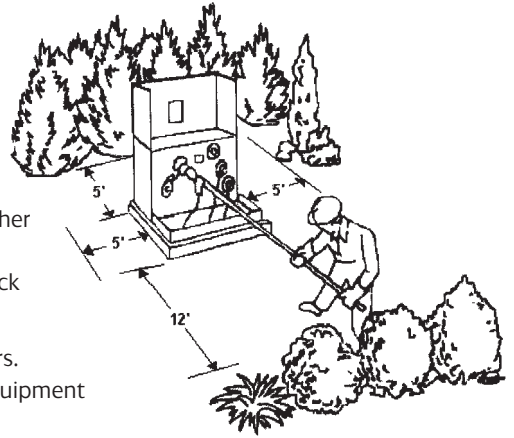
Our lineup of energy efficiency programs makes it easy for you to save energy and save money. And the best part is, with so many ways to save, you can be sure there is an opportunity right for you – whether you want to save at home or at your business. Say yes to your energy savings. Visit yes2saving.com.

Don't Plant or Place Items Near Pad-Mounted Transformers

Some housing developments have underground electricity service with pad-mounted transformers, green metal boxes mounted on fiberglass or concrete foundations.

As part of our continuing effort to provide safe, reliable service, we routinely inspect pad-mounted transformers. At times, we need to access them to maintain equipment or restore service. To make this work possible, we need to be sure there are no trees, plants or other obstructions within 12 feet of the front of the transformer and within five feet of the other three sides. (The front is the side with the padlock and/or warning sticker.)

- Please don't plant or place items around pad-mounted transformers. The risk of serious injury when digging near energized electrical equipment is significant.
- If there are plants or other obstructions, do not attempt to remove them. Contact RG&E or a qualified contractor.



Clearances needed to work on pad-mounted transformers.

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, in this case for calendar year 2011.
- **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 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.ny.gov.



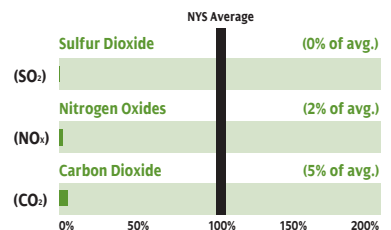
Fuel Sources Used to Generate Your Electricity

- January 2011 through December 2011
- Actual total may vary slightly from 100% due to rounding

| | |
|---------------|--------------|
| Biomass | 0% |
| Coal | 0% |
| Hydroelectric | 8% |
| Natural Gas | 2% |
| Nuclear | 90% |
| Oil | Less than 1% |
| Solar | 0% |
| Solid Waste | 0% |
| Wind | 0% |
| Total | 100% |

Air Emissions Relative to the New York State Average

- January 2011 through December 2011



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