



# EnergyLines

Go paper-free – [rge.com/online](http://rge.com/online)

## Take Action Today to Manage Winter Bills

During the winter of 2013-2014 many RG&E electricity customers experienced higher-than-usual electricity supply bills. The price of electricity supply in New York was driven up due to:

- Record-breaking cold temperatures.
- Greater demand for natural gas used to fuel power plants producing electricity.

We urge you, to take action today for the possibility of high electricity supply bills this winter by taking advantage of our services, energy savings tips and rebates.



### You can do so by taking the following action:

- **Enroll in our Budget Billing service** to help keep your RG&E energy costs even over 12 months and reduce fluctuating energy bills. When you enroll in Budget Billing, you'll be able to anticipate your monthly payment.
- Check out RG&E's **energy efficiency programs offering rebates, low-cost energy-saving tips** and **energy assessment resources** to save money.
- **Compare and shop for energy supply:** Your energy price is made up of delivery and supply charges. The delivery charge is what you pay RG&E to transport energy to you over our pipes and power lines. The supply charge is what you pay your supplier for the energy you use. You can purchase your energy supply from RG&E (at a variable rate) or one of many suppliers, also known as energy services companies or ESCOs. With any supplier you choose, RG&E will continue to deliver your energy safely and reliably. Learn more including questions to ask suppliers at [rge.com](http://rge.com) and compare prices at [newyorkpowertochoose.com](http://newyorkpowertochoose.com).
- **Learn about your eligibility for energy assistance with a federal grant through the Home Energy Assistance Program (HEAP) and RG&E's Energy Assistance Program (EAP).** If you are having trouble paying your RG&E bills, don't wait, contact us right away at **1.800.743.2110**.



### Learn more, including enrollment in our services and programs, and about energy supply choices by:

- **Visiting [rge.com](http://rge.com)** and click on "Take Action to Manage Winter Bills."
- **Taking action today!**

## Simplify with e-Bill and Autopay

Our billing and payment options are designed to meet your needs. Pick the plan that works best for you and offers simplicity and convenience.

**e-Bill:** View your bill at your convenience and store them online for easy access. We'll even send you a reminder when your payment is due.

**Autopay:** Your bill will be paid on time automatically without you lifting a finger. And you'll be entered to **win a \$100 bill credit!** Visit [rge.com](http://rge.com) for complete sweepstakes details. Enrollment not necessary to enter to win.

**e-Bill and Autopay Combined:** Combine our online options for a hassle-free way to manage your bills. You'll never worry about missing a payment and you can view your bills online at your convenience.



To sign up for one or more of our billing and payment options, visit [rge.com](http://rge.com).



## Follow us on Facebook and Twitter

- The information you need at the touch of a button.
- Find information on storms, outages (Outage Central), payment options, reliability, energy efficiency including rebates and more.

## We're Ready

We work on our electric delivery system year-round to keep the system reliable. We do line and equipment inspections, manage vegetation and trees, and our employees participate in disaster drills and other training to keep their skills current.

### And, we want you to be ready, too:

- Download a copy of our **FREE** "Weathering Storm Emergencies" information sheet. Visit [rge.com](http://rge.com), click on "Your Home" and then click on "Energy Library - Quick Links."
- **If you or a member of your household relies on life-sustaining equipment** don't wait, contact us now at **1.800.743.2110**.
- Call us at **1.800.743.1701** or visit [rge.com](http://rge.com) to report a power interruption.
- If you have Internet access (from a laptop, smart phone, other device or another location) you can report an outage and get updated information at [rge.com](http://rge.com) "Outage Central." Our site is designed for easy use anywhere.



## 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 2012.
- **If you receive your electricity supply from RG&E**, your environmental disclosure information is provided here. It is also available at [rge.com](http://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](http://dps.ny.gov).



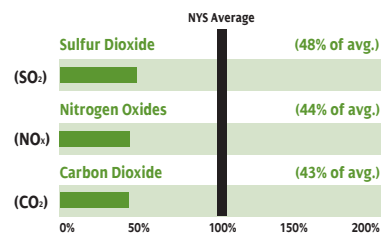
### Fuel Sources Used to Generate Your Electricity

- January through December 2012
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	2%
Hydroelectric	3%
Natural Gas	20%
Nuclear	72%
Oil	Less than 1%
Renewable Biogas	Less than 1%
Solar	Less than 1%
Solid Waste	Less than 1%
Wind	2%
<b>Total</b>	<b>100%</b>

### Air Emissions Relative to the New York State Average

- January through December 2012



## Save \$156 A Year On My Natural Gas Bill? YES!

Say yes to your energy savings by participating in the RG&E residential natural gas rebate program. Install qualifying high-efficiency natural gas equipment and you could save as much as **\$156 a year and be eligible for a rebate**.

Plus, RG&E has added ENERGY STAR® natural gas water heaters to its list of equipment eligible for rebates. Residential natural gas customers who install an ENERGY STAR tank-type (storage) water heater that's 40 gallons or larger with an energy factor (EF) of .67 or greater may qualify for a **\$125 rebate**; those who install an ENERGY STAR tankless water heater with an EF of .82 or greater may qualify for a **\$225 rebate**. Equipment must be installed on or after July 1, 2014 to be eligible for these new rebates.

Go to [rge.com](http://rge.com), or call **1.800.995.9525** for more information.

**\$156**  
annual  
natural gas  
savings

