



June 2014

EnergyLines

Go paper-free – rge.com/online

Could You Use \$100? Enroll in Autopay for a Chance to Win!

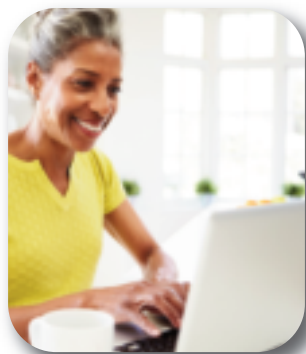
Each month, existing and new Autopay customers are entered in a drawing to win a \$100 bill credit. You could join the list of winners!

Enrolling is easy! Just pick your payment preferences and we'll take care paying your bill on time each month. The sooner you enroll, the more chances you'll have to win! With Autopay electronic funds transfer, RG&E will deduct your amount due from your bank account 23 days after we mail your bill. To enroll, sign up at rge.com or complete the form on the back of your RG&E bill payment stub. Once enrolled, your bill will display the date your payment will be deducted and your bill payment stub will display "AUTOPAY" in the "Amount Due" box.

Enroll today!



To enroll in Autopay, or to enter to win and for complete contest details, visit rge.com or call 1.800.743.2110. Enrollment in Autopay not required to participate.



View Your Bill Anytime, Anywhere With e-Bill

No matter where you are; your bill is available to view online. **e-Bill** is the easiest way to receive your bills when you're on the go this summer.

With **e-Bill**, you can view an exact copy of your bill at your convenience!

- View up to 12 months worth of bills all in one place
- Receive payment reminders before the due date
- Choose from a variety of filing and record-keeping options

Go paper-free with our **e-Bill** service and save stamps, checks, and paper. Combine **Autopay** and **e-Bill** to ensure you never miss a payment.

Save Energy, Save Money and Get \$50? YES!

Recycle your old, working refrigerator or freezer and **get a \$50 check**. We'll even pick it up for free. Plus you'll save up to \$150 a year on energy costs. To schedule a **FREE** pickup, call 1.877.691.0021 or visit rge.com/energyefficiencyprograms/recycle.

And recycling that old refrigerator or freezer is just the beginning! We have 76 easy ways for you to save money! With so many ways to save, you're sure to find the perfect opportunity for your home or your business. Say yes to your energy savings! Visit yes2saving.com.



Summer Energy Saving Tips

Air conditioning:

- Set the thermostat no lower than 78 degrees – higher if you will be away from home.
- Keep curtains and furniture away from air intakes and vents.

Fans:

- Whenever possible, use fans instead of air conditioners.
- Attic, window, floor and table fans are all cost-effective ways to make your home more comfortable.

- Consider attic or "whole-house" fans as they are often the best choice to economically cool your home.

Low or no-cost tips:

- Close blinds and drapes during the day to block direct sunlight.
- Use a microwave, stovetop or outside grill to cook.
- Turn off computers or other electronic equipment.
- Dry clothes on clothes lines instead of a clothes dryer.

We're Inspecting Wooden Poles; Pruning Trees to Enhance Safe, Reliable Service for You

To help ensure safe, reliable service, RG&E is continuing to inspect wooden transmission and distribution poles for decay and other damages. Our goal is to identify and repair any problems before they inconvenience you.

Our vegetation management program lessens the chances of tree-related power interruptions. Trees that come in contact with our power lines are the leading cause of power interruptions.



More information about RG&E's vegetation management program, along with tips for tree planting and care can be found at rge.com – click on "Usage and Safety," "Electrical Safety" and then on "Trees and Power Lines."

For more information about planting the right tree in the right place, The National Arbor Day Foundation is a great resource. Visit their website at arborday.org or call **1.888.448.7337**.

It's Summer! We Make Doing Business with Us Easy

You can save time this summer – and year-round – by doing business with us online, by phone or using one of our pay agents. You'll be on your way quickly to enjoy summer fun.

Try our free and convenient e-Bill service.

It is the easiest way to receive your bills when you're on the go this summer. With **e-Bill**, you can view an exact copy of your bill at your convenience, receive payment reminders, and view up to 12 months of bills 24/7 using your keyboard. Go paper-free with our **e-Bill** service and save stamps, checks, and paper.

Combine Autopay and e-Bill to ensure you never miss a payment.

Enroll in Budget Billing. We'll spread your energy costs evenly over 12 months. It's a great tool for planning your monthly budget.

Running errands at Walmart, Kmart or other local stores? You can pay your RG&E bill in person at an authorized pay agent (supermarkets and other businesses). Pay agents usually charge a small convenience fee; visit rge.com to find the pay agent nearest you.



Prefer to stay home and use the phone?

Call our **self service line** at **1.800.295.7323**, available anytime. You can pay your bill, review account information or enter meter readings.

In the neighborhood of a RG&E office?

If you are coming to our office to pay your bill, try our convenient **self-service kiosk**. To make a quick and secure payment, have your payment stub or account number handy. Kiosks accept cash (bills only), checks, PIN-less debit cards and credit cards. All cash and check transactions are free. Credit and PIN-less debit card transactions are subject to a \$2.95 convenience fee paid to a third-party vendor.



For more bill paying options, visit rge.com.

Click on "Your Account," "Pay Your Bill" and then on "Payment Options."

Sometimes We May Need to Cut Back on Power Use

When heat and humidity drive up electricity use, there may be a rare occasion when the statewide demand for electricity outpaces the available supply. To protect the state's power delivery system in the event of inadequate supply, the New York Independent System Operator (NYISO) could require all utilities to take immediate action to reduce stress on the grid.

Steps to protect the system may include reducing voltage and calling on customers to reduce their use of electricity.

While it's unlikely, as a final step to relieve stress on the grid, we could be directed to temporarily shut off electricity to selected areas for an hour at a time. As these "controlled interruptions" end in one area, they might then move on to other areas until the high demand for electricity passes.

We don't anticipate any shortages of electricity this summer. Even so, it's always a good idea to be prepared for power interruptions, regardless of their cause.

