


A closer look at pages 1 and 2 of your bill >>

- A** Your **account number**; **date** the bill was produced; and **amount due**.
- B** An **account summary** – showing your past billing and payment activity – your current charges and bill due date.
- C** **Budget Billing** summary displays your plan end month, current month's installment, actual charges since you started your budget year, budget amounts billed thus far and the difference between your actual charges and the budget amount billed. Visit **rge.com** to learn more.
- D** Your **account number**, **billing due date** and **amount due**.
- E** If you are enrolled in **electronic funds transfer (EFT)**, AUTOPAY will display here. With EFT, RG&E will automatically deduct your payment from your checking account 23 days after we mail your bill. Visit **rge.com** to learn more. If you are not enrolled in EFT, write the amount you are paying here.
- F** Special **bill messages** with information specific to your RG&E service, energy usage and safety tips.
- G** How to **contact us** and information on where to send correspondence or your payment.
- H** You can notify us of a change to your **mailing and contact information** and enroll in EFT by completing this form located on the back of your payment stub. You can also enroll in EFT online at **rge.com**.



JOHN DOE

A **Account Number:** 0000-0000-000

Statement Date: February 26, 2010

Amount Due: **\$84.00**

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Service Address: 123 MAIN STREET, ANYTOWN, NY 12345
Next Scheduled Read Date: On or about April 27, 2010

B **Account Summary**

Previous invoice	\$84.00
Payments received as of 02/25/10	-84.00
Balance forward	0.00
Budget billing amount	84.00
<hr/>	
This amount will be deducted from your bank account on 03/21/10.	\$84.00

To avoid a 1.5% late payment charge, please make payment by the "Last Day to Pay" date displayed below.

Residential

Hydroelectric power savings \$ 4.10

See details beginning on page 3

See messages on page 2

C **Budget Billing Summary** **Plan End Date: 09/2010**


Current Month	Actual Charges since 10/01/09	Budgets Billed since 10/01/09	Budget Balance (after payment)
84.00	489.13	420.00	69.13

Add \$1,\$2 or \$5 to your payment and make a tax-deductible donation to Red Cross / RG&E Heating Fund.

Need to make a payment fast? Make an electronic payment anytime using our e-Payment service at rge.com or by calling 1.800.295.7323. There is no charge for this service.

Save time and money by enrolling in electronic funds transfer – simply complete the form on the back of the payment stub below and, once enrolled, we'll deduct the amount due from your checking account 23 days after mailing your bill.

Go completely paper free and enroll in our free e-Bill service at rge.com.



Invoice Number: 0000000000

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F **Messages**

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."

G **Contact Information**

Service or billing questions:
1.800.743.2110, 7 a.m. to 7 p.m. (M-F)

Payment arrangements:
1.877.266.3492, 7 a.m. to 7 p.m. (M-F)

Self service line:
1.800.295.7323, 24 hours a day

Power interruptions or emergencies
1.800.743.1701, 24 hours a day

Natural gas emergencies or if you smell gas:
1.800.743.1702, 24 hours a day

Hearing/speech impaired (TTY):
1.800.962.3293

Electronically:
Use our "Write to RG&E" form at **rge.com**

By mail:
RG&E Customer Service
89 East Avenue
Rochester, NY 14649-0001

Payment address:
RG&E
P.O. Box 5300
Ithaca, NY 14852-5300

H **Mailing Address Changes**

Please mark with an "X" for address and telephone changes.

Street: _____ Apt: _____

City: _____

State: _____ ZIP: _____

Home Phone: _____

Electronic Funds Transfer (EFT)

To sign up for EFT, where we deduct your bill amount from your checking account 23 days after we mail your bill, please mark with an "X" and provide the following:

Name: _____ (as it appears on bank statement)

9-Digit Routing Number: _____

Bank Account Number: _____

Name of Bank: _____

Signature: _____ Date: _____

Account Number	0000000000
Last Day to Pay	03/21/10
Amount Due	\$84.00
Amount Paid	
E AUTOPAY	

This bill is for illustrative purposes only.

A closer look at page 3 of your bill >>

I Symbols for electricity and natural gas service appear here so you can quickly find and review charges in each section. In addition, you'll see your rate and supply choice – this bill is for a residential customer enrolled in RG&E's Supply Service (purchasing electricity supply from RG&E at a variable market-based price) and RG&E Supply Service (purchasing natural gas supply from RG&E at a market-based price). To learn more about supply choice visit rge.com.

J Here you will find the time period you are being billed for and your **Point of Delivery ID (PoD ID)** – an essential number to give to energy suppliers other than RG&E (also known as energy services companies or ESCOs) if you choose to do business with them.

K Your **meter reading chart** shows whether your current and previous meter readings were actual, estimated, customer readings or if a reading was not available (Actual, Estimated, Customer or No reading).

L As required by state law, utilities must collect a special **state assessment** from all customers for the state's general fund. The **SBC/RPS charge** is the System Benefits and Renewable Portfolio Standard charge. The SBC/RPS is used to fund energy efficiency programs, assistance for low-income customers and energy research. It also includes the **Energy Efficiency Portfolio Standard**, which funds rebates that encourage people to buy and install high-efficiency energy appliances.

M You can purchase your **electricity/natural gas supply** from RG&E at a variable price or from an ESCO. RG&E **natural gas supply** prices take effect on the first of each month, so if your billing period spans two months, you will see two supply prices listed. Your energy supply charge (per kilowatt-hour or therm) is the amount you need to compare to offers you may receive. RG&E makes no profit on supply charges, and with any choice you make, RG&E will continue to deliver your energy safely and reliably.

N **Electricity taxes** are listed separately.

O Customers who purchase their electricity and/or natural gas supply from RG&E pay a **merchant function charge**.

JOHN DOE
Account Number: 0000-0000-000
Statement Date: February 26, 2010

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345
RG&E DETAILED ACCOUNT ACTIVITY

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Electricity Service - PSC19 SC1 - Residential **Service from:** 01/28/10 - 02/25/10
Electricity Rate - RGE Supply Service **PoD ID:** R000000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	02/25/10	28188 A	01/28/10	27905 E	283	283 kwh	29 days

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

Electricity Delivery Charges

Customer charge							19.38
Bill issuance charge							0.62
Delivery charge		283 kwh	@	0.0227			6.42
Transition charge - Jan		39 kwh	@	-0.00013			-0.01
Transition charge - Feb		244 kwh	@	-0.00513			-1.25
Retail access surcharge		283 kwh	@	0.00217			0.61
NY state assessment		283 kwh	@	0.0023			0.65
SBC/RPS charge - Jan		39 kwh	@	0.003286			0.13
SBC/RPS charge - Feb		244 kwh	@	0.003337			0.81
Subtotal Electricity Delivery							\$27.36

Electricity Supply Charges

Variable supply charge		283 kwh	@	0.06137139			17.37
Subtotal Electricity Supply							\$17.37

Electricity Taxes and Surcharges

Taxes on delivery charges			@	2.0408%			0.56
Subtotal Electricity Taxes and Surcharges							\$0.56

Total Electricity Cost **\$45.29**

Gas Service - PSC16 SC1 - Residential **Service from:** 01/28/10 - 02/25/10
Gas Rate - RG&E Supply **PoD ID:** R000000000000000

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00000000	02/25/10	1173 A	01/28/10	1128 E	45	45 ccf	29 days

Type of read: A - Actual, E - Estimate, C - Customer and N - No read

Natural Gas Delivery Charges

Natural gas used (ccf)		45					
Energy content factor		x 1.019400					
Natural gas used (therm)		45.9					
Customer charge							14.38
Bill issuance charge							0.62
Included in customer charge		3.0 therm	@	0.00			0.00
Delivery charge for next		42.9 therm	@	0.17417			7.47
Weather adjustment		-1.8 therm	@	0.17222222			-0.31
NY state assessment		45.9 therm	@	0.02749			1.26
SBC charge		45.9 therm	@	0.00301			0.14
Subtotal Natural Gas Delivery							\$23.56


Natural Gas Supply Charges

Supply charge - January		7.1 therm	@	0.778379			5.53
Supply charge - February		38.8 therm	@	0.74892			29.06
Merchant funct chg - January		7.1 therm	@	0.030854			0.22
Merchant funct chg - February		38.8 therm	@	0.029827			1.16
Subtotal Natural Gas Supply							\$35.97

This bill is for illustrative purposes only.

A closer look at pages 4 and 5 of your bill >>

- P** **Natural gas taxes** are listed separately.
- Q** Your **usage chart information** enables you to compare your current energy use to the last 12 months, along with the average temperature and daily energy use during the current billing period to the comparable period last year. On the top of each bar is a letter indicating the type of meter reading.
- R** **Terms and definitions.** Descriptions of terms found on your bill can be found here, plus **payment information.**



JOHN DOE

Account Number: 0000-0000-000

Statement Date: February 26, 2010

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345

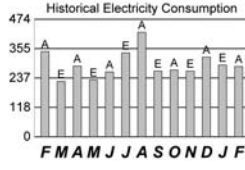
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P **Natural Gas Taxes and Surcharges**

Taxes on delivery charges	@ 2.0408%	0.48
Subtotal Natural Gas Taxes and Surcharges		\$0.48
Total Natural Gas Cost		\$60.01
Total Energy Charges		\$105.30

Q **Usage Chart Information**

Historical Electricity Consumption

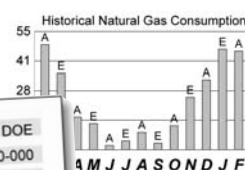


F M A M J J A S O N D J F

Electricity Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Feb-10	10 kwh	23° F
Feb-09	12 kwh	28° F


Historical Natural Gas Consumption



A M J J A S O N D J F

Natural Gas Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Feb-10	2 therm	23° F
Feb-09	2 therm	28° F



JOHN DOE

Account Number: 0000-0000-000

Statement Date: February 26, 2010

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345

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R **Terms and Definitions**

Delivery charge: what you pay RG&E to transport energy to your home or business.

Supply charge: what you pay for the energy purchased for you by RG&E or a supplier other than RG&E.

Bill issuance charge: an itemized portion of the bundled basic service charge, the cost to produce and send you a bill and process your payment. Customers who use an energy supplier (also known as an energy services company or ESCO) other than RG&E will not be assessed this charge if their ESCO's supply charges appear on their RG&E bill. Bill issuance charges appear in the electricity and/or natural gas sections of the bill.

Competitive meter charge, Competitive meter service charge, and Competitive meter data service: apply to customers billed under Service Class 3, 7, 8 or 9 whose metering services are provided by RG&E. These meter services charges, previously included in the customer charge, are now broken out in the electricity section of the bill. Customers with a demand of 50 kilowatts or more for two consecutive months who use a meter service provider and a meter data service provider other than RG&E are not assessed these charges.

Customer charge: includes a portion of the cost of the meter, meter reading (unless you are a customer billed under Service Class 3, 7, 8 or 9 with a demand of 50 kilowatts or more for two consecutive months whose metering services are not provided by RG&E) and part of the cost of delivery service. Appears on your bill whether or not you use any electricity and/or natural gas during the billing period.

Kilowatt-hours (kwh): measure of electricity use.

Hydroelectric power savings: estimated savings from the hydroelectric power RG&E receives from the New York Power Authority.

ccf (hundreds of cubic feet): measure of volume of natural gas used. You are charged based on therms, the energy (heat) content of natural gas.

Merchant function charge: reflects the administrative costs of obtaining natural gas supply. Customers with a supplier other than RG&E are not charged for this service.

New York State Assessment: As required by state law, effective July 1, 2009, utilities must collect a special state assessment from all customers for the state's general fund. Utilities are required to collect this assessment through March 2014.

Retail access surcharge: collects from all customers the amount of retail access credits given to those customers who choose to receive their electricity supply from an energy services company (ESCO).

Renewable Portfolio Standard (RPS) charge: a state-mandated charge that funds renewable energy projects to achieve targets established by the Public Service Commission.

System Benefits Charge (SBC): a state-mandated charge for all electricity and natural gas customers. The electricity SBC is used to fund energy efficiency targets, programs to meet state energy use reduction targets, provide assistance for low-income customers and conduct energy research. The natural gas SBC is used to fund initiatives focused on reducing natural gas use in the state as part of the Energy Efficiency Portfolio Standard. These charges were required by the Public Service Commission.

Weather adjustment: moderates natural gas bills during any extreme weather between October 1 and May 31. If temperatures during the billing period are colder than normal, customers typically receive a credit; if temperatures are warmer than normal, customers receive a charge.

Meter Mult (Meter Multiplier): when the actual amount of energy you use is more than can be registered on the meter, the meter displays a fraction of your actual use. A multiplier is then applied to determine your actual energy use. When a multiplier is used, it will be shown in the "Meter Mult" box under the "RG&E Detailed Account Activity" section of your bill.

Transition charge: reflects the costs of making the electricity industry more competitive; includes associated credits and/or charges.

Prorated bills: calculated by determining your average daily energy cost and multiplying it by the number of days in your billing period. Prorated bills are used only when your billing period is shorter or longer than usual.

Pay your bill by mail, at rge.com or at any of RG&E's authorized pay agents. If you pay in person, please bring your entire bill.

Payment is due when you receive your bill. Your payment must be postmarked by the "Last Day to Pay" date shown on page 1. If paying in person, payment must be made by the "Last Day to Pay" date. Payments received after the "Last Day to Pay" date will be subject to a 1.5% late payment charge per month.

This bill is for illustrative purposes only.

10-0128