

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** If you are enrolled in **Budget Billing**, your 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. Interested in enrolling? Visit rge.com or call us to learn more.
Any **Miscellaneous Charges**, including payment and billing services charges, are not part of your monthly budget calculation, but are added to your total monthly bill.
- D** Your **account number**, **billing due date** and **amount due**.
- E** If you are enrolled in **Autopay**, AUTOPAY will display here. With Autopay, 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 Autopay, 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 Autopay by completing this form located on the back of your payment stub. You can also enroll in Autopay online at rge.com.

A JOHN DOE

Account Number: 0000-0000-000

Statement Date: February 13, 2014

Amount Due: **\$137.97**

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345
Next Scheduled Read Date: On or about March 11, 2014

Page 1 of 5

B Account Summary

Previous invoice	\$137.97
Payments received as of 02/12/14	-137.97
Balance forward	0.00
Miscellaneous charges	0.97
Budget billing amount	137.00
<hr/>	
This amount will be deducted from your bank account on 03/16/14.	\$137.97

To avoid a 1.5% late payment charge, please ensure payment is received by the date displayed below.

C Budget Billing Summary **Plan End Date: 07/2014**

Current Month	Actual Charges since 08/01/13	Budgets Billed since 08/01/13	Budget Balance (after payment)
137.00	1,041.06	959.00	82.06

D Residential
Residential consumer discount \$ 4.49
See details beginning on page 3
See messages on page 2

Think of the minutes, money and natural resources you'll save by doing business online or by phone 24/7.

Visit rge.com to:

- View and pay your bill online
- Submit and view meter readings
- Enroll and manage budget billing
- Enroll in Autopay

Call our self-service line at 1.800.295.7323 for billing information, view a meter reading and to pay by mail.

\$1, \$2, or \$5 to your payment to receive a tax-deductible donation to the local SHARE Heating Fund.

Invoice Number: 00000000000

Page 2 of 5

F Messages

We have not obtained an actual RG&E reading on the electric and natural gas meter(s) for some time. So we can bill you using an actual reading, please either allow us access to the meter on the next scheduled read date found on page 1 of this bill, or you can read the meter for us on or around that date. If you read the meter, submit your reading: online, by calling 1.800.295.7323, or e-mail us a picture of the meter. To learn more, visit rge.com, click on "Your Account," and then on "Reading Your Meter."

You can choose to purchase your electricity supply from an energy services company (ESCO) or RG&E. If you choose an ESCO, what you pay for your electricity supply depends on your agreement with the ESCO (your cost could be more or less than what you would have paid RG&E). With any supply choice, RG&E will continue to deliver electricity to you and you will continue to pay RG&E delivery, transition, and basic service charges. With ESCO supply, you would not have to pay RG&E's merchant function charge nor RG&E's bill issuance charge (if your ESCO charges appear on your RG&E bill) and you may have some tax savings.

Effective January 1, the System Benefits Charge (SBC) on electricity and natural gas bills and the Energy Efficiency Portfolio Standard (EEPS) charge on electricity bills have changed. The SBC is a state-mandated charge used to fund energy-efficiency programs to meet state energy-use reduction targets. EEPS is a state-mandated charge used to fund rebates and incentives to encourage people to buy and install high-efficiency energy appliances. For details, visit rge.com. Click on "Your Account" and then on "Reading Your Bill."

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 11747
Newark, NJ 07101-4747

H

Mailing Address Changes

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

Street: _____ Apt: _____

Autopay

To sign up for Autopay, 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)

Account Number
00000000000
D Late Fee After
03/08/14
Due Upon Receipt
\$137.97
E Amount Paid
AUTOPAY

Please do not write below this line.

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

O **Electricity taxes** are listed separately.

RG&E		JOHN DOE																	
		Account Number:	0000-0000-000																
		Statement Date:	February 13, 2014																
<i>Service Address:</i> 123 MAIN STREET, ANYTOWN, NY 12345			Page 3 of 5																
RG&E DETAILED ACCOUNT ACTIVITY																			
I	Electricity Service - PSC19 SC1 - Residential Electricity Rate - RGE Supply Service	J	<i>Service from:</i> 01/11/14 - 02/10/14 <i>PoD ID:</i> R01000000000000																
K	<table border="1"> <thead> <tr> <th>Meter Number</th> <th>Current Meter Read Date</th> <th>Current Meter Read Reading</th> <th>Previous Meter Read Date</th> <th>Previous Meter Read Reading</th> <th>Reading Difference</th> <th>Billed Usage</th> <th>Billing Period</th> </tr> </thead> <tbody> <tr> <td>00000000</td> <td>02/10/14</td> <td>48501 E</td> <td>01/11/14</td> <td>47955 E</td> <td>546</td> <td>546 kwh</td> <td>31 days</td> </tr> </tbody> </table> <p>Type of read: A - Actual, E - Estimate, C - Customer, R - Remote and N - No read</p>	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	02/10/14	48501 E	01/11/14	47955 E	546	546 kwh	31 days		
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00000000	02/10/14	48501 E	01/11/14	47955 E	546	546 kwh	31 days												
Electricity Delivery Charges																			
	Customer charge		21.38																
	Delivery charge	546 kwh @	0.03572																
	Transition charge - Jan	369 kwh @	-0.00775																
	Transition charge - Feb	177 kwh @	-0.01532																
	Revenue decoupling mech	546 kwh @	-0.000952																
	NY state assessment	546 kwh @	0.00189																
	SBC/RPS charge	546 kwh @	0.00667																
Subtotal Electricity Delivery			\$39.46																
Electricity Supply Charges																			
	Variable supply charge	546 kwh @	0.06376683																
	Merchant function charge - Jan	369 kwh @	0.006578																
	Merchant function charge - Feb	177 kwh @	0.005955																
Subtotal Electricity Supply			\$38.30																
Electricity Taxes and Surcharges																			
	Taxes on delivery charges	@	2.0408%																
Subtotal Electricity Taxes and Surcharges			\$0.81																
Total Electricity Cost			\$78.57																
I	Gas Service - PSC16 SC1 - Residential Gas Rate - RG&E Supply	J	<i>Service from:</i> 01/11/14 - 02/10/14 <i>PoD ID:</i> R02000000000000																
K	<table border="1"> <thead> <tr> <th>Meter Number</th> <th>Current Meter Read Date</th> <th>Current Meter Read Reading</th> <th>Previous Meter Read Date</th> <th>Previous Meter Read Reading</th> <th>Reading Difference</th> <th>Billed Usage</th> <th>Billing Period</th> </tr> </thead> <tbody> <tr> <td>00000000</td> <td>02/10/14</td> <td>1677 E</td> <td>01/11/14</td> <td>1548 E</td> <td>129</td> <td>129 ccf</td> <td>31 days</td> </tr> </tbody> </table> <p>Type of read: A - Actual, E - Estimate, C - Customer, R - Remote and N - No read</p>	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	02/10/14	1677 E	01/11/14	1548 E	129	129 ccf	31 days		
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00000000	02/10/14	1677 E	01/11/14	1548 E	129	129 ccf	31 days												
Natural Gas Delivery Charges																			
	Natural gas used (ccf)		129																
	Energy content factor	x 1.031000																	
	Natural gas used (therm)		133.0																
	Customer charge		16.30																
	Included in customer charge	3.0 therm @	0.00																
	Delivery charge for next	97.0 therm @	0.23097																
	Delivery charge for next	33.0 therm @	0.21538																
	Weather adjustment	-8.2 therm @	0.21585366																
	Revenue decoupling mech	133.0 therm @	-0.004247																
	NY state assessment	133.0 therm @	0.0127																
	SBC charge	133.0 therm @	0.020671																
Subtotal Natural Gas Delivery			\$47.92																
Natural Gas Supply Charges																			
	Supply charge - January	88.7 therm @	0.500498																
	Supply charge - February	44.3 therm @	0.542187																
	Merchant function charge - Jan	88.7 therm @	0.034861																
Subtotal Natural Gas Supply			\$44.39																

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 13, 2014

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345 Page 4 of 5

Merchant function charge - Feb	44.3 therm @ 0.035742	1.58
Subtotal Natural Gas Supply		\$73.08

Natural Gas Taxes and Surcharges

Taxes on delivery charges	@ 2.0408%	0.98
Subtotal Natural Gas Taxes and Surcharges		\$0.98

Total Natural Gas Cost **\$121.98**

Total Energy Charges **\$200.55**

Usage Chart Information

Historical Electricity Consumption

Electricity Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Feb-14	18 kwh	22° F
Feb-13	26 kwh	28° F

JOHN DOE
Account Number: 0000-0000-000
Statement Date: February 13, 2014

Service Address: 123 MAIN STREET, ANYTOWN, NY 12345 Page 5 of 5

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.

Payment & billing services charge: the cost to produce and send you (electronically or paper) a bill and process payments. 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 by RG&E if their ESCO's supply charges appear on their RG&E bill, however, their energy supplier may charge a similar fee.

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.

Residential consumer discount: monthly payment received from the New York Power Authority (NYPA) to be used for the benefit of residential customers. It is included in the Transition Charge.

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 electricity and natural gas supply. Customers with a supplier other than RG&E are not charged by RG&E for this service.

New York State Assessment: As required by state law, effective July 1, 2009, utilities must collect a special assessment from all customers for the state's

POR administration charge: reflects administrative costs associated with customers whose energy service company (ESCO) participates in the Company's Purchase of Receivables program.

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 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.

Revenue Decoupling Mechanism: a charge or credit on your bill that reflects the difference between forecast and actual delivery service revenues by service classification to encourage the promotion of energy efficiency and renewable technologies.

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 bill is due on the day you receive it.

Historical Natural Gas Consumption

Natural Gas Daily Average Comparisons

Billing Period	Average Daily Use	Average Daily Temp
Feb-14	4 therm	22° F
Feb-13	4 therm	28° F

Additional Charges

ment & billing svcs charge	0.95
ment & billing svcs GRT	0.02
aneous Charges	\$0.97

This bill is for illustrative purposes only.