

3.4. Energy Lines (August 2004 - January 2005)



RG&E is an energy delivery company

Your energy price is made up of a delivery charge and supply charge.

The delivery charge is what you pay RG&E to transport energy to you.

The supply charge is what you pay for the energy purchased in the wholesale energy market on your behalf.

For more information on choosing your energy supplier, visit us at rge.com



>> Questions to Ask Suppliers

- Electricity: What is the charge per kilowatt hours (kwh)?
- Natural gas: What is the charge per therm?
- Is the price of the energy fixed for the term of the contract? Or will it vary?
- What is the length of the agreement?
- Is there a security deposit, cancellation fee or other fees?
- Do you offer any incentives?
- Do you guarantee savings?
- When will I be billed for the energy?
- How long have you been in business?
- Does your price quote include all potential charges?
- What procedures are in place if I have a question or a complaint with you as my new supplier?

>> Visit rge.com for a complete list of qualified suppliers.



♻️ Printed on recycled paper
RG&E 5/04-0561



Freedom of Choice

Shop for your energy supplier. It's your choice.



www.rge.com



You can choose your energy supplier

You have the freedom to choose your energy supplier or ESCO (energy services company). NYSEG will *always* deliver your energy safely and reliably, and be there when you call with an emergency.

>> Visit rge.com for a complete list of qualified suppliers.



Always at Your Service

Page 1 OF 2

RGE ROCHESTER GAS AND ELECTRIC
100 EAST AVE., ROCHESTER, N.Y. 14609
A Subsidiary of RGS Energy Group, Inc.

ACCOUNT NUMBER: 000000

Amount Due Upon Receipt: \$205.22

1.5% Late Payment Charge added after Mar 3, 2004

Next Scheduled Read Date March 05, 2004
Customer Service: (585) 546-2700 (Local)
1-(888) 253-8888 (Toll Free)
TTY (585) 325-3939 or 1-(800) 962-3293
www.rge.com

JOHN DOE
100 MAIN STREET
ANYTOWN

SUMMARY - FOR SERVICE AT 000/ROCHESTER, NY

Total bill from last month	
Balance	\$ 0.00
This month's energy charges	\$ 0.00
TOTAL AMOUNT DUE	\$ 205.22

BILL INFORMATION

Want to learn more about green power? Call the Public Service Commission toll-free at 1-866-GRN-POWER to receive information about environmentally-friendly energy sources.

This month you saved \$3.42 because RGE was able to buy hydroelectric power from the New York Power Authority.

ENERGY CHARGES

Meter # 000000	Electric Service (SC01-Residential)	
Billing period: 30 days	Latest reading 02/06 (estimate)	
	Previous reading 01/07 (company)	
	Electric Used (kilowatt-hours)	7970
	Minimum Monthly Charge	2661
	Charges for Electricity Used + Delivery Charges	309
	309 Kilowatt-hours delivered @ \$0.071941/Kilowatt-hour	19.00
	New York State System Benefits Charge	22.23
	Total Electric Charges	0.19
		41.42

Meter # 000000	Gas Service (SC01-Residential)	
Billing period: 30 days	Latest reading 02/06 (estimate)	
	Previous reading 01/07 (company)	
	Difference (per 100 cubic feet)	5621
	Gas Heat Content	5462
	Gas Used (therms)	0159
	Minimum Monthly Charge up to 3 therms	1,0289
	Delivery Charge - 159 therms @ \$0.184716/therm	162
	Commodity Charge - 162 therms @ \$0.744135/therm	13.50
	Total Gas Charges	29.37
		120.55

Taxes
Gross Revenue Tax \$ 163.42

0.38

"Your Electric Use"

"Your Gas Use"

Average temperature this billing month: 2003: 19°F - 2004: 15°F
Your average cost per day was \$5.45 for gas and \$1.39 for electricity during this billing period.
You may avoid estimated bills by requesting a Meter Reading Kit through our Customer Service Center at (585) 546-2700 (local) or 1-(888) 253-8888 (toll free) or online at www.rge.com

>> The energy supply costs you can shop for:

Natural Gas Supply Charges

What you pay your choice of ESCO to supply the natural gas commodity.

The **supply** charge is what you pay an ESCO of your choosing for the energy you use.

Electric Supply Charges

What you pay your choice of ESCO to supply the natural gas commodity.

>> Shop for your energy supplier. It's your choice.



Energy ^{AND} RGE Lines

September 2004

VALUABLE CUSTOMER INFORMATION

→ **New look**
for an old favorite

With this issue we're introducing a new look and a new name. The new publication, *EnergyLines* replaces *Highlights*. Enjoy!



Visit **rge.com**
see our new look!

Redesigned with you in mind. Now online.

rge.com

Account Management services are quick, convenient and secure. Click here to:

- ▶ View your account
- ▶ Receive and pay your bills online
- ▶ Turn on or turn off service
- ▶ Send in your meter read
- ▶ View other billing and payment services

Managing Energy Costs services are there to help you:

- ▶ Better understand your bill
- ▶ Enroll in Budget Billing
- ▶ Read your own meter
- ▶ Use energy wisely
- ▶ Choose your energy supplier

Create an
online account

All your RG&E account information could be only a click away! View your last bill, usage history, send a meter read, update your account information and choose your electricity supplier for 2005-2006 beginning in October! All this at **rge.com**

rge.com

Call *RG&E's* **toll-free** *telephone numbers*

Use *RG&E's* new toll-free telephone numbers to call us or to obtain help quickly in natural gas or electric emergencies.

Natural Gas Odor/Emergency	1.800.743.1702
Electric Interruption/Emergency	1.800.743.1701
Customer Service	1.800.743.2110
Business Customer Service	1.888.755.8900
Automated Services	1.800.295.7323
Payment Arrangements	1.877.266.3492
Teletype for TTY Users	1.800.962.3293

voice
your choice



▶ **COMING SOON TO YOUR MAILBOX**

If you are an **RG&E** electricity customer you will be receiving an **RG&E Voice Your Choice enrollment kit** in October.

This kit provides information on the electricity supply choices available to you beginning January 1, 2005 through December 31, 2005. You can purchase your electricity supply from **RG&E** or another energy supplier (called an **ESCO** or energy services company).

Enrollment kits will also available at **rge.com** beginning October 1, 2004.

You'll have until December 30, 2004 at 8:30 p.m. to make your electricity **supply** choice.

For more information about about **RG&E's Voice Your Choice** program or a complete list of qualified energy suppliers, visit **rge.com** or contact us at 1.800.RGE.VYCNOW (1.800.743.8926).



Always at Your Service

Energy ^{AND} RGE Lines

October 2004

VALUABLE CUSTOMER INFORMATION

voice

your choice



▶ YOU CHOOSE. WE DELIVER.

With RG&E's *Voice Your Choice* program, you can choose your electricity supplier and choose a fixed or variable price for your electricity supply.

A *Voice Your Choice* **enrollment kit** will be delivered to your mailbox this month. The kit contains:

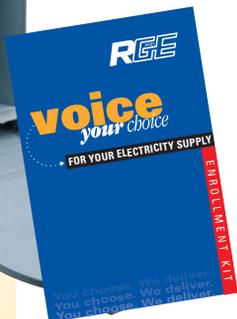
- ▶ Information about electricity supply and delivery.
- ▶ Descriptions of your Electricity Supply Pricing Options.
- ▶ A list of energy services companies (ESCOs or suppliers).
- ▶ Enrollment instructions.

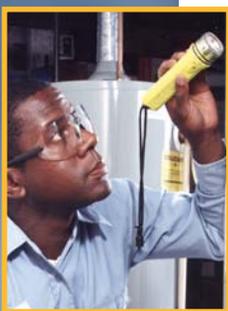
You have until 8:30 p.m. on December 30, 2004 to make your choice. A letter confirming your choice will be mailed to you. Your choice takes effect January 1, 2005 and continues through December 31, 2005.

Whether you purchase your electricity supply from RG&E or an ESCO, RG&E will continue to safely and reliably deliver your electricity.

RG&E IS YOUR ENERGY DELIVERY COMPANY

Your electricity price is made up of **delivery** and **supply** charges. The **delivery** charge is what you pay RG&E to transport your electricity to your home or business. The **supply** charge is what you pay for the electricity purchased on your behalf by RG&E or an ESCO.





Keep **your family** *safe this winter*

With the heating season right around the corner, here are two important safety tips for you to keep in mind.

First, protect yourself from a silent killer. Carbon monoxide* is a colorless, odorless gas that is the product of incomplete combustion. It can result from a faulty chimney, flue or vent from a heating appliance or water heater. Have your heating system and chimney, flues and vents checked once a year by a professional.

Second, be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – get up, get out and call RG&E immediately from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.

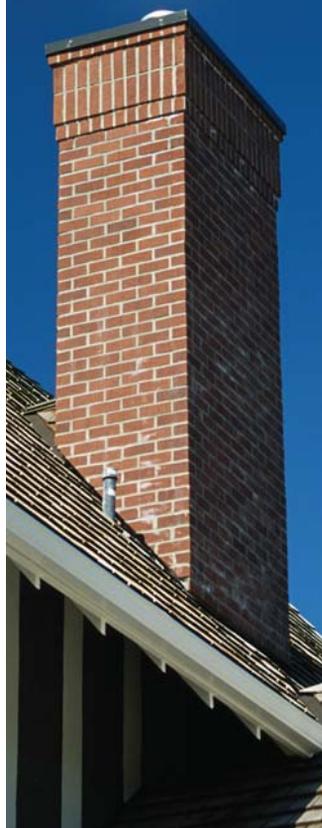
If you are an RG&E natural gas customer and need to report a natural gas emergency, call us at **1.800.743.1702** or call 911.

***Carbon monoxide can be deadly...**

If not working properly, heating systems that burn oil, natural gas, propane, kerosene, wood or coal can produce carbon monoxide (CO), a colorless, odorless gas. When inhaled, carbon monoxide crowds out life-sustaining oxygen from your red blood cells. Exposure to carbon monoxide can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

If you suspect a carbon monoxide problem, play it safe – get fresh air and seek medical attention. And, if you are an RG&E natural gas customer, call us at **1.800.743.1702 or call 911.**

We'll respond promptly to make sure everything is safe.



Considering a generator?

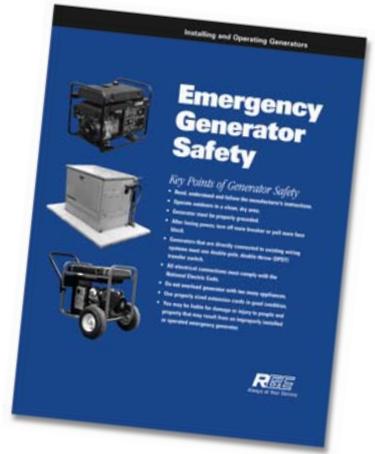
Consider this first.

Emergency generators have become a popular way to supply stand-by electricity. When properly sized, installed and operated, stand-by generators (also known as emergency or back-up generators), can safely power electrical equipment during power interruptions.

However, you must follow proper procedures, or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into RG&E's lines, placing RG&E people who are working to restore service in danger.

Consider getting RG&E's free *Emergency Generator Safety Booklet*. This brochure gives a brief description of generator types and models, basic operation, information on proper sizing, and a checklist of generator safety guidelines.

It's available at www.rge.com or by calling **1.585.771.2163**.



Note: Before purchasing a natural gas-fired generator, you should contact RG&E at 1.585.771.2163 to ensure that elevated delivery pressure is available at your home or business.



Eastern Daylight Time

ends Sunday, October 31.

Remember to set your clocks back. This is also a good time to replace batteries in smoke and/or carbon monoxide detectors.

Prepare now *for winter storms*

Ice and winter winds can cause power interruptions. Should a problem occur, RG&E will respond quickly and work diligently to restore power.

Here are some ideas:

- ❄ Keep flashlights, a battery-operated radio and a supply of fresh batteries easily accessible.
- ❄ Keep non-perishable food and bottled water supplies on hand.
- ❄ Make arrangements for an alternative place to stay in case of a long outage.



- ❄ Have at least one telephone that does not depend on electricity. (Cordless house phones will not work during a power interruption.)
- ❄ If someone in your home depends on electric life-sustaining equipment, such as a ventilator or kidney dialysis cyler, call us now at **1.800.743.2110**.



Last minute outdoor projects?

Stay safe when working outdoors



Call **before** you dig

If your project calls for digging, be sure to first contact **Dig Safely New York** at **1.800.962.7962**. *Dig Safely New York* will notify utility operators in your area to mark any buried utility lines before you start your work. To use this **free** service, you (or your contractor) must call *Dig Safely New York* at least two days – but not more than 10 days – in advance of your work.

Contractors and customers who call *Dig Safely New York* should be prepared to describe the nature of the planned excavation work, the address of the work site and the two nearest cross streets, and contact information.

Once the call is made, here is what happens:

- ✓ *Dig Safely New York* will tell the caller which entities (utilities and municipalities, for example) may have underground facilities near the work site.
- ✓ *Dig Safely New York* will then contact those entities.
- ✓ Each facility operator that is contacted by *Dig Safely New York* will let the contact person know that underground facilities have been marked off or that none are in the work area.
- ✓ Once the contact person has waited two full working days and has heard from each of the facility operators, excavation work can begin.

More information is available at www.digsafelynewyork.com.

**Dig Safely.
New York**

Dig Safely and Dig Safely, New York are used under license from Dig Safe System, Inc.

- **Call Before You Dig**
- **Wait The Required Time**
- **Confirm Utility Response**
- **Respect The Marks**
- **Dig With Care**

800-962-7962
www.digsafelynewyork.com

Energy Lines

November 2004

VALUABLE CUSTOMER INFORMATION

voice

your choice



▶ **FOR YOUR ELECTRICITY SUPPLY
CHOOSE BY DECEMBER 30, 2004!**

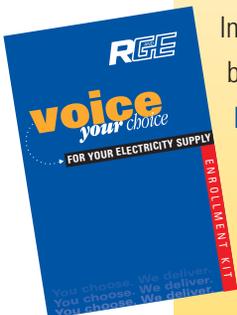


As an RG&E electricity customer, you can select either a *fixed* or *variable* price for your electricity **supply** through RG&E's *Voice Your Choice* program. You can also choose to purchase your electricity **supply** from RG&E or another energy supplier (called an energy services company or ESCO). You have until **8:30 p.m. on December 30, 2004** to *Voice Your Choice*. Your choice takes effect January 1, 2005 and continues through December 31, 2005.

Your Choices

Your total electricity price consists of an RG&E **delivery** charge and a **supply** charge either from RG&E or an energy services company (ESCO). All customers also have an RG&E **transition** charge, which reflects the cost of required energy purchases and other services.

Information on your choices can be found in your **blue enrollment kit**, at rge.com, by calling **1.800.RGE.VYCNOW (1.800.743.8926)**, or by contacting an ESCO.



Enroll Your Account Today

Choose from one of four electricity supply options: the Fixed Price Option, the Variable Price Option, the ESCO Option with Supply Adjustment or the ESCO Price Option. It's easy to enroll – visit rge.com, contact us at **1.800.RGE.VYCNOW (1.800.743.8926)** or select an ESCO – they'll enroll your account for you.

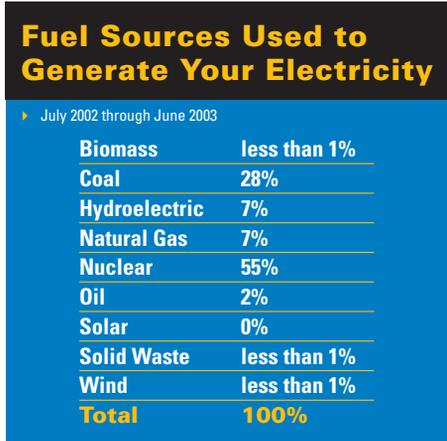
With any choice you make, RG&E will safely and reliably deliver your electricity.



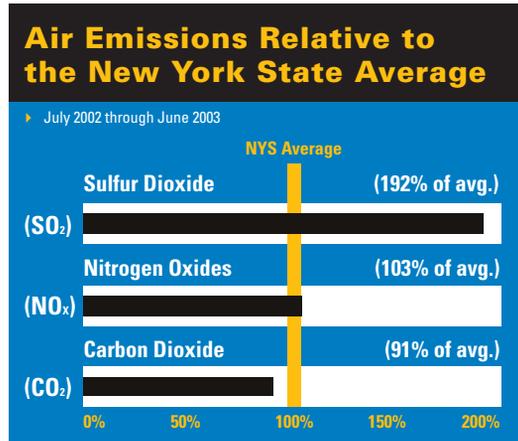
Environmental *update*

Your electricity supplier is required to provide you with periodic environmental disclosure information on fuel sources and air emissions for the electricity supply purchased on your behalf.

- ▶ **If you receive your electricity supply from RG&E**, your environmental disclosure information is provided here. It is also available at rge.com.
- ▶ **If you buy 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 New York State Public Service Commission at **1.888.Ask.PSC1** (1.888.275.7721) or visit dps.state.ny.us.



(Actual total may vary due to rounding)



Handy Reminder:

Our toll-free telephone numbers

Use our new toll-free numbers to inquire about your account, get answers to your energy questions, or obtain help quickly in natural gas or electric emergencies.

The benefits of toll-free service include:

- The convenience of toll-free calling regardless of your location.
- Faster routing of calls to specially trained representatives.
- Higher priority handling of emergency calls.

RG&E TELEPHONE NUMBERS

Natural Gas Odor/Emergency	1.800.743.1702
Electric Interruption/Emergency	1.800.743.1701
Customer Service	1.800.743.2110
Business Customer Service	1.888.755.8900
Automated Services	1.800.295.7323
Payment Arrangements	1.877.266.3492
Teletype for TTY Users	1.800.962.3293

Clip and save the numbers at right or go to rge.com and click on "Contact Information" to obtain a printable phone list.



RG&E
Always at Your Service

www.rge.com

Season's Greetings



WISHING YOU
AND YOUR FAMILY
A SAFE AND HAPPY
HOLIDAY SEASON.

Energy ^{AND} RGE Lines

December 2004

VALUABLE CUSTOMER INFORMATION

Time is
running out!

You have until **8:30 p.m. on December 30, 2004** to *Voice Your Choice*. Your Electricity Supply Pricing Option takes effect January 1, 2005 through December 31, 2005. So don't delay – enroll your RG&E electricity account today!

voice
your choice

▶ Choose by **December 30, 2004**

Act Now!

To enroll:

- ▶ Visit rge.com;
- ▶ Call 1.800.RGE.VYCNOW (1.800.743.8926);
- ▶ Use RG&E's Hearing Impaired Line (TTY) 1.800.962.3293
- ▶ Contact an ESCO (energy services company) who will enroll your account for you. For an up-to-date list of ESCOs, go to rge.com.

For your convenience, have your RG&E account number – located in the top right corner on the first page of your bill – available.

Reliability and YOU –

*Simple steps you can take
to protect your electronic equipment*

Today's electronics – computers, HDTVs, microwaves, DVD players, and other equipment – use microprocessors that are more sensitive to slight power swings than older devices. As you do your holiday shopping, consider how you can protect your electronic investment.

At RG&E, we do all we can to deliver safe, reliable electricity. Occasionally, events occur which are beyond our control – lightning strikes, vehicles hitting utility poles, tree branches falling on wires during storms – that can cause power interruptions. Should a problem occur, rest assured that RG&E crews are ready 24-7 to restore your power quickly, efficiently and safely.

Meanwhile, you can protect your home and office electronic equipment by taking these steps:

- ▶ Use surge suppressors that carry the Underwriters Laboratories (UL) safety standard symbol to guard against momentary electricity spikes and surges.
- ▶ Consult with your electronics dealer for assistance in selecting the correct size surge protector for each electronic device.
- ▶ Make sure all your equipment is properly grounded.
- ▶ When buying components that use electronic clocks, it's important they have a backup battery.
- ▶ Have a qualified, licensed electrician inspect your electrical system.



The perfect gift – a surge suppressor

If your gift-giving plans include a computer, HDTV, microwave oven, DVD player or other electronic equipment, remember to also wrap up a surge suppressor as part of the package. Get one for yourself – your low-cost investment will protect your larger investment.

HEAP *financial assistance* can help



Many households receive financial help each year from HEAP – the federal Home Energy Assistance Program. HEAP grants can be used to pay heating bills or for other energy-related emergencies. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (right).

It's important to apply early, since federal funding for this year's HEAP season is limited. For more information or to apply for a HEAP grant, contact your county's Department of Social Services.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$1,702
2	\$2,226
3	\$2,749
4	\$3,273
5	\$3,797
6	\$4,320
7	\$4,419
8	\$4,517
9	\$4,615
10	\$4,742
11	\$5,140


An Energy East Company

RG&E
AND
Always at Your Service

- Test Your Energy IQ
- It Pays to Use Energy Wisely
- Look at Your Energy Use Patterns
- Consider What You Use
- Even Out Your Energy Costs with Budget Billing
- Tips for Using Energy Wisely

Test your Energy IQ

We've devoted this issue of *EnergyLines* to informing you about your energy costs and giving you tips to use energy wisely. Use this quiz to analyze the energy use in your home.

WHAT IS YOUR THERMOSTAT SETTING?

1. In winter during the day if your setting is:

- 68° or less, score 6 points
- 69°, score 5 points
- 70°, score 4 points
- 71°, score 3 points
- 72°, score 2 points
- 73°, score 1 point
- 74° or more, score 0 points

SCORE _____

2. On winter nights if your setting is:

- 60° or less, score 10 points
- 61°, score 9 points
- 62°, score 8 points
- 63°, score 7 points
- 64°, score 6 points
- 65°, score 5 points
- No setback or more, score 0 points

SCORE _____

IS YOUR HOUSE DRAFTY?

To check drafts, hold a tissue where windows and doors meet their frames.

3. If the tissue doesn't move, there is no draft around your windows. Score 10 points.

SCORE _____

4. If there is no draft around your doors, score 5 points.

SCORE _____

5. If you keep your fireplace or woodstove damper closed to block the air flow when it's not in use, score 6 points. (Score 6 points if you have no fireplace.)

SCORE _____

6. If you have storm windows or high-efficiency, insulating windows, score 10 points.

SCORE _____

7. If you have storm doors or a vestibule, score 5 points.

SCORE _____

IS YOUR HOUSE INSULATED?

8. If you have 6 inches or more in your attic, score 20 points. If you have 2 to 4 inches, score 10 points.

SCORE _____

9. If all exterior walls are insulated, score 10 points.

SCORE _____

IS YOUR FLOOR INSULATED?

10. If there is an unheated space under your house and your floor is insulated, score 10 points. If you have a heated basement and the basement walls are insulated, score 10.

SCORE _____

SPACE AND WATER HEATING

11. Depending on your heating system, score 6 points if your heating system was serviced since last winter or you regularly change filters on your forced air system or you clean baseboard units on your baseboard heating system.

SCORE _____

12. If the water heater is adjusted to 120° or lower, score 6 points. If above 120°, score 0.

SCORE _____

► NOW ADD LINES 1 – 12

TO GET YOUR QUICK QUIZ TOTAL SCORE: _____

What Your Score Means

84 or above: Congratulations! You're already making energy-wise decisions. To further control your energy costs, look at the age and ENERGY STAR® rating of your appliances.

70 to 83 points: Review the areas where your score was lower and check out the tips in this issue of *EnergyLines* and at rge.com. There are some simple things you can do to use energy wisely.

69 or under: There's much room for improvement. Look at the quiz again. The areas where you scored the fewest points may also be the best places to start.



◀ Click on this symbol at rge.com for helpful energy information.

It pays to *use energy wisely*



Your natural gas bill includes **delivery** and **supply** charges. The **delivery** charge is what you pay RG&E for transporting natural gas to your home or business. The **supply** charge is what you pay for the natural gas you use – the commodity that is purchased for you by RG&E or another supplier.

In summary...

- While RG&E's natural gas **delivery** prices are frozen, ups and downs in the market price of the natural gas you use (**supply**) can have a considerable affect on your bill.
- **Supply** accounts for more than half of your natural gas bill.
- Weather can have a major impact on how much natural gas you use. The more you use, the more you can expect to pay.
- RG&E makes no profit on natural gas supply.

Keep informed: What's happening with natural gas prices?

Winter means an increasing reliance on energy to keep us warm and comfortable.

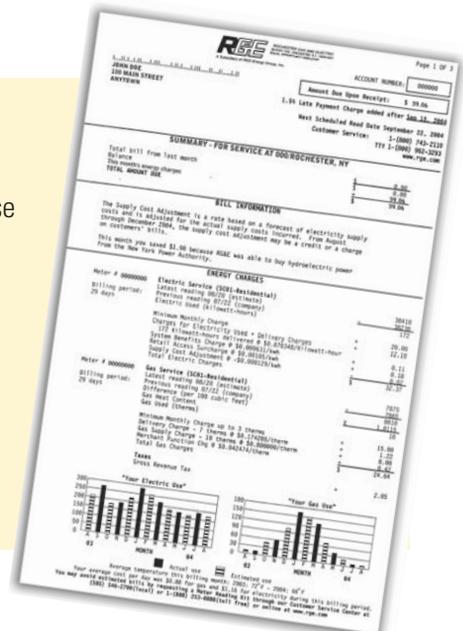
You're probably wondering how continuing news of tight natural gas supplies and higher prices will affect you.

First regarding the availability of natural gas: Rest assured that RG&E will obtain and deliver all the natural gas you need this winter.

RG&E's natural gas delivery prices are frozen. By contrast, market-based natural gas supply prices – what you pay for the natural gas you use – are higher than they have been in recent years. These market-based prices are determined by supply and demand; **RG&E has no control over these prices and RG&E does not make any profit on natural gas supply.**

If you receive your natural gas supply from a company other than RG&E, the price of the natural gas you use will depend on your arrangements with your supplier.

Weather also has a major affect on your natural gas bills. The colder it is, the more natural gas you're likely to use. And, the more natural gas you use, the more you can expect to pay, just as is true with any product.



Look at your energy use patterns

Take a look at the energy use graph on your bill to see the months when you use more or less energy. You may wish to consider adopting new household strategies to reduce energy use during the months your consumption is higher.

Consider what you use

Appliances help make our lives more comfortable, but comfort does have a cost. To keep cozy while saving money, choose ENERGY STAR® appliances which use less energy than other appliances.

When you look at your energy costs, consider the extra appliances you've added over time. While newer appliances – particularly those with the ENERGY STAR® rating – are more energy efficient, you probably have more energy-dependent appliances in your home than five, 10 or 20 years ago. Think about it: Do you have a second refrigerator or freezer? A computer – or more than one? How many CD players, televisions, VCRs or DVD players are in your home?

It all adds up. Home entertainment has become a focus in our daily lives – whether it is a new natural gas fireplace, pool heater, outdoor kitchen barbeque, or patio heater – we have to factor in the costs of these modern comforts when comparing current energy bills to those in the past.

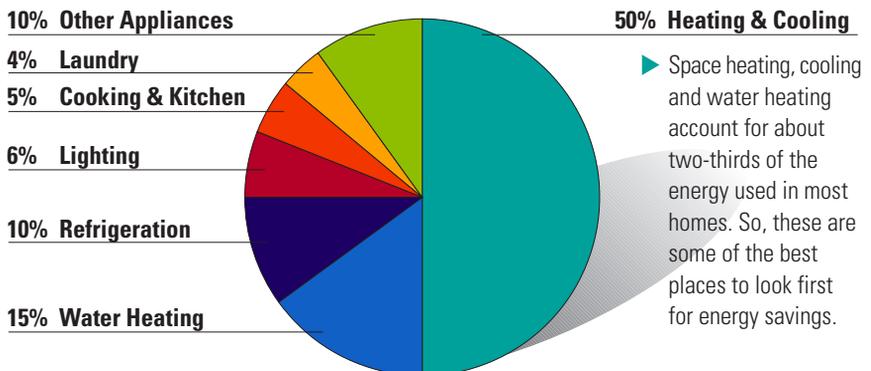


Even out your energy costs with Budget Billing!

Tired of higher seasonal bills? RG&E's Budget Billing service is a great way to plan and budget for your energy usage. Budget Billing enables you to spread your annual energy costs evenly over 12 months. For more information or to sign up for Budget Billing, visit rge.com or call us at 1.800.743.2110.

If you are having trouble paying your RG&E bills, call us. The sooner we hear from you, the sooner we can work together on a solution.

Energy Use in the Typical Household





Tips for *using energy wisely*

Heating wisely:

- Have your heating system checked every year to ensure it's safe and working properly.
- Clean or replace furnace filters when they get dirty or once a month.
- Keep heating supply and return registers clean and unobstructed by furniture or draperies.
- Set your thermostat at 65° during the day, and lower it to 60° at night. (This may not be advisable if you have frail, ill or young persons in your home.)
- Consider installing automatic set-back thermostats.
- Open draperies on south-facing windows during the day to let in heat from the sun. Close them at night and on cloudy days to keep heat in.

Using electricity wisely:

- Turn off electrical appliances and equipment when not in use.
- Use fluorescent, not incandescent, light fixtures and bulbs. Fluorescent lights are three-to-four times more energy efficient.
- Clean your refrigerator's condenser coils frequently to ensure peak efficiency.
- Run your dishwasher only when it's full, and let the dishes air dry.

Making your home energy efficient:

- If your home isn't adequately insulated, you may be wasting energy dollars. It may pay for you or a reputable contractor to insulate.
- Replace worn weather stripping and caulking around windows, doors and baseboards to reduce air leaks.
- Use plastic insulation kits on single-pane windows.
- If you have an older water heater, you can wrap the sides of it with a specially-made insulation blanket to save energy.
- Follow manufacturer's instructions to set your water heater temperature at 120 degrees.
- Wrap your hot water pipes with foam pipe insulation.
- Install flow restrictors in showers and on faucets.
- Insert foam insulation behind switch plates and outlets on exterior walls.
- Consider an exterior storm door.
- Keep doors closed in unused rooms.
- Install a tight-fitting damper in your fireplace.
- Check the setting on your ceiling fans – warm air rises so you want to circulate the warmed air back into your room.
- Use a humidifier to add moisture to dry air. It will make your room feel warmer and is better for your health and furnishings.
- After each clothes dryer load, clean the lint filter for maximum efficiency.

To learn more,
visit rge.com
and click on



3.5. Direct Mail Reminder 1