



Account Number: [REDACTED]  
 Statement Date: October 20, 2010  
 Amount Due: \$184.00

Service Address: [REDACTED]  
 Next Scheduled Read Date: On or about December 17, 2010

**Account Summary**

Previous invoice	\$136.39
Payments received as of 10/19/10	-136.39
Balance forward	0.00
Energy charges	183.17
Miscellaneous charges	0.83
<b>This amount will be deducted from your bank account on 11/12/10.</b>	<b>\$184.00</b>

Residential  
 Hydroelectric power savings  
 \$ 20.32

See details beginning on page 3

See messages on page 2

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

Add \$1, \$2 or \$5 to your payment and make a tax-deductible donation to the 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.

Please return bottom portion with your payment. Make checks payable to RG&E.



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



Account Number	20020684161
Late Fee After	11/12/10
Due Upon Receipt	\$184.00
Amount Paid	AUTOPAY

Please do not write below this line.

922002068416100000184000000018400



Messages

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.

New electricity and natural gas rates are in effect as of September 26, 2010. Some charges on your bill may be prorated to reflect the time before and after the rate change. Please visit rge.com and read the insert that accompanies this bill for more information.

Effective October 1, the Renewable Portfolio Standard (RPS) charge on electricity bills has increased. The RPS is a state-mandated charge that funds renewable energy projects to achieve targets established by the Public Service Commission. It is combined with the System Benefits Charge and the Energy Efficiency Portfolio Standard charge and displayed as one line item on your bill. For details, visit rge.com. Click on "Your Account" and then on "Reading Your Bill."

Effective October 1, the Energy Efficiency Portfolio Standard (EEPS) charge on electricity bills has increased. The EEPS is a state-mandated charge used to fund energy-efficiency programs to meet state energy use reduction targets. It is combined with the Renewable Portfolio Standard and the System Benefits Charge and displayed as one line item on your bill. For details, visit rge.com. Click on "Your Account" and then on "Reading Your Bill."

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

Mailing Address Changes

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

Street:
Apt:
City:
State: ZIP:
Home Phone:
Alternate 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:

For program terms and details, visit rge.com/efterms.html



Account Number: [REDACTED]

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Service Address: [REDACTED]  
RG&E DETAILED ACCOUNT ACTIVITY

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**Electricity Service - PSC19 SC1 - Residential**  
**Electricity Rate - RGE Supply Service**

Service from: 09/22/10 - 10/19/10  
PoD ID: R01000051328292

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
94784932	10/19/10	94227 A	09/22/10	92824 E	1403	1403 kwh	28 days
Type of read: A - Actual, E - Estimate, C - Customer and N - No read							

**Electricity Delivery Charges**

Customer charge - Sep					19.38	@ 0.142857	2.77
Customer charge - Oct					21.38	@ 0.857143	18.33
Bill issuance charge					0.62	@ 0.142857	0.09
Delivery charge - Sep	200	kwh	@		0.0227		4.54
Delivery charge - Oct	1203	kwh	@		0.03125		37.59
Transition charge - Sep	200	kwh	@		-0.00844		-1.69
Transition charge - Oct	1203	kwh	@		-0.02654		-31.93
Retail access surcharge	200	kwh	@		0.00238		0.48
NY state assessment	1403	kwh	@		0.00233		3.27
SBC/RPS charge - Sep	200	kwh	@		0.003425		0.69
SBC/RPS charge - Sep	250	kwh	@		0.004063		1.02
SBC/RPS charge - Oct	953	kwh	@		0.004697		4.48
<b>Subtotal Electricity Delivery</b>							<b>\$39.64</b>

**Electricity Supply Charges**

Variable supply charge	1403	kwh	@		0.07078499		99.31
Merchant function charge	1203	kwh	@		0.005628		6.77
<b>Subtotal Electricity Supply</b>							<b>\$106.08</b>

**Electricity Taxes and Surcharges**

Taxes on delivery charges			@		2.0408%		0.81
<b>Subtotal Electricity Taxes and Surcharges</b>							<b>\$0.81</b>

**Total Electricity Cost \$146.53**

**Gas Service - PSC16 SC1 - Residential**  
**Gas Rate - RG&E Supply**

Service from: 09/22/10 - 10/19/10  
PoD ID: R02000051359081

Meter Number	Current Meter Read Date	Current Meter Read Reading	Previous Meter Read Date	Previous Meter Read Reading	Reading Difference	Billed Usage	Billing Period
00522578	10/19/10	7931 A	09/22/10	7907 E	24	24 ccf	28 days
Type of read: A - Actual, E - Estimate, C - Customer and N - No read							

**Natural Gas Delivery Charges**

Natural gas used (ccf)	24						
Energy content factor	x 1.022500						
Natural gas used (therm)	24.5						
Customer charge - Sep					14.38	@ 0.142857	2.05
Customer charge - Oct					16.30	@ 0.857143	13.97
Bill issuance charge					0.62	@ 0.142857	0.09
Delivery charge for next - Sep	1.0	therm	@		0.17417		0.17
Included in customer charge-Oct	3.0	therm	@		0.00		0.00
Delivery charge for next - Oct	20.5	therm	@		0.16675		3.42
Weather adjustment	-2.7	therm	@		0.16296296		-0.44
NY state assessment	24.5	therm	@		0.02749		0.67
SBC charge - Sep	4.1	therm	@		0.00946		0.04
SBC charge - Oct	20.4	therm	@		0.02433		0.50
<b>Subtotal Natural Gas Delivery</b>							<b>\$20.47</b>



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**Natural Gas Supply Charges**

Supply charge - September	4.1	therm	@	0.619558	2.54
Supply charge - October	20.4	therm	@	0.589941	12.03
Merchant function charge - Sep	1.0	therm	@	0.028741	0.03
Merchant function charge	23.5	therm	@	0.048801	1.15
<b>Subtotal Natural Gas Supply</b>					<b>\$15.75</b>

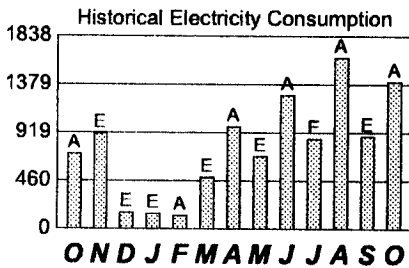
**Natural Gas Taxes and Surcharges**

Taxes on delivery charges	@	2.0408%	0.42	
<b>Subtotal Natural Gas Taxes and Surcharges</b>				<b>\$0.42</b>

**Total Natural Gas Cost \$36.64**

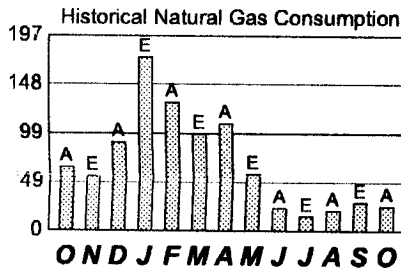
**Total Energy Charges \$183.17**

**Usage Chart Information**



**Electricity Daily Average Comparisons**

Billing Period	Average Daily Use	Average Daily Temp
Oct-10	50 kwh	55° F
Oct-09	25 kwh	53° F



**Natural Gas Daily Average Comparisons**

Billing Period	Average Daily Use	Average Daily Temp
Oct-10	1 therm	55° F
Oct-09	2 therm	53° F

**Miscellaneous Charges**

10/20/10	Bill issuance charge	0.81
10/20/10	GRT on bill issuance charge	0.02

**Total Miscellaneous Charges \$0.83**



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## 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:** the cost to produce and send you 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 by RG&E if their ESCO's supply charges appear on their RG&E bill. Bill issuance charges appear in the Miscellaneous Charges section 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 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 state assessment from all customers for the state's general fund. Utilities are required to collect this assessment through March 2014.

**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.

**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 "Late Fee After" date shown on page 1. If paying in person, payment must be made by the "Late Fee After" date. Payments received after the "Late Fee After" date will be subject to a 1.5% late payment charge per month.