



## *News Release*

### NYSEG AND RG&E ENCOURAGE CUSTOMERS TO USE ENERGY WISELY THIS WINTER

FOR IMMEDIATE RELEASE

**Rochester, NY, November 27, 2007** – With winter – and the increased energy use that goes with it – right around the corner, NYSEG and RG&E encourage customers to take steps to use energy wisely through the heating season. Those steps include:

- Setting thermostats no higher than 70° and at 58° when away from home or in bed for the night. (This may not be advisable if there are infants or frail, ill or elderly people in the home.)
- Ensuring that homes and businesses are adequately insulated and doors and windows keep heat in and cold out.
- Installing automatic set-back thermostats.
- Cleaning or replacing furnace filters once a month or when they are dirty to help ensure that furnaces are working efficiently.
- Making sure heating supply and return registers as well as baseboard heating units are not blocked by furniture or drapes.
- Opening blinds and drapes on south-facing windows during the day to let in heat from the sun, and closing them at night and on cloudy days.
- Setting your water heater temperature at 120° to cut water heating bills without sacrificing comfort. (Follow manufacturer's instructions or contact a plumbing and heating contractor.)
- Installing water-flow restrictors on showerheads and faucets.

Three major factors determine winter heating bills for natural gas customers: delivery cost, supply cost and the severity of the winter weather. NYSEG's and RG&E's per-therm natural gas **delivery** costs are frozen; market-based natural gas **supply** costs continue to be higher than they have been historically; the severity of the winter has a direct impact on how much natural gas customers use, and it is also one of many factors that affect natural gas supply prices.

“The bottom line is that regardless of what happens to natural gas supply prices and how cold it is this winter, it always pays to use energy wisely,” said Terri Turner, vice president - customer service at NYSEG and RG&E. “By being mindful of energy use throughout the winter, we can all better manage our energy bills.”

The Budget Billing services offered by NYSEG and RG&E are also valuable energy management tools. Budget Billing enables customers to spread out energy costs evenly over 12 months. To sign up for Budget Billing, NYSEG customers should use the “write to nyseg” option at [nyseg.com](http://nyseg.com) or call 1.800.572.1111; RG&E customers should use the “write to rge” option at [rge.com](http://rge.com) or call 1.800.743.2110.

Turner said that customers who are having trouble paying their NYSEG or RG&E bills need to contact their utility immediately. “The sooner they contact us, the sooner we can work on a solution together,” she said.

**Note:** Natural gas prices are made up of delivery charges and supply charges. The delivery charge is what customers pay to have natural gas transported to their homes and businesses. The supply charge is what customers pay NYSEG/RG&E or another supplier for the natural gas they use. NYSEG and RG&E have no control over market-based supply prices and the companies do not make any profit on the natural gas they buy for customers.

**About NYSEG and RG&E:** NYSEG and RG&E are subsidiaries of Energy East Corporation [NYSE:EAS], a super-regional energy services and delivery company in the Northeast. NYSEG serves 871,000 electricity customers and 256,000 natural gas customers across more than 40% of upstate New York. RG&E serves 359,000 electricity customers and 296,000 natural gas customers in a nine-county region centered on the City of Rochester. By providing outstanding customer service and meeting customers’ energy requirements in an environmentally-responsible manner, NYSEG and RG&E will continue to be valuable assets to the communities they serve. For more information, visit [nyseg.com](http://nyseg.com) and [rge.com](http://rge.com).

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