A closer look at pages 1 and 2 of your bill



Account Number:

Statement Date:

JOHN DOE

\$137.97

0000-0000-000

February 13, 2014

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.

Your account number, billing due date and amount due.

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.

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.

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**.



please mark with an "X" and provide the following

(as it appears on bank statement)

RG&E

Ľ.

Nar

Please mark with an "X" for address

and telephone changes

A closer look at **page 3 of your bill**



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**.

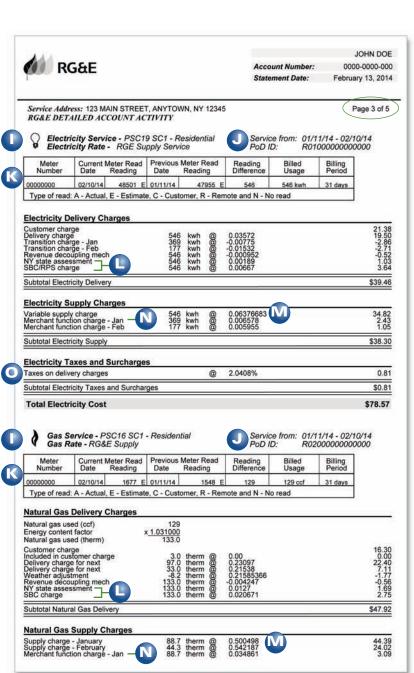
Here you will find the time period you are being billed for and your **Point of Delivery ID (PoD ID)** – an essential number to give to energy suppliers other than RG&E (also known as energy services companies or ESCOs) if you choose to do business with them.

Your **meter reading chart** shows whether your current and previous meter readings were actual, estimated, customer readings or if a reading was not available (<u>Actual</u>, <u>E</u>stimated, <u>C</u>ustomer or <u>N</u>o reading).

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.

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**.



This bill is for illustrative purposes only.

Electricity taxes are listed separately.

A closer look at pages 4 and 5 of your bill



