

# THE WORST IS OVER.

On Sunday, March 3 and Monday, March 4, the most devastating ice storm in anyone's memory wreaked its destruction on more than 50 percent of our electric distribution system—which includes the counties of Allegany, Cayuga, Livingston, Monroe, Ontario, Wayne and Wyoming.

During the worst of times, approximately 200,000 RG&E customers suffered the consequences of this horrendous natural disaster.

It has been a tough, trying ordeal for all of us. All along, we certainly understood how those who were out of service felt. Because we're customers, too. That is why we at RG&E are relieved to report that, to our knowledge, virtually everyone now has the light and warmth they need.

It was a Herculean task. And we thank the thousands of people who answered our call for help. While we normally have 51 line crews at work, we had 902 by the seventh full day of the outage. They came from Central Hudson, Orange and Rockland, Lilco, Con Ed, NiMo, NYSEG, Northeast Utilities of Hartford, Connecticut and Pennsylvania Electric. They came from your neighborhood.

In fact, more than 3,100 people responded—1,423 RG&E employees and 1,684 contractors. Throughout the crisis, work crews, customer service representatives and other RG&E employees logged 12 and 16-hour days, many of them filling in wherever and whenever they were needed.

To handle the avalanche of phone calls at peak times, more than 250 employees worked in our Telephone Service Area, and at extension lines throughout the company.

We thank them all. But besides the folks inside our company and the ones who were called in for "Mutual Aid" from other utilities, there are hundreds of others who deserve our heartfelt gratitude.

Thanks to the City and Town officials who helped us identify neighborhoods and houses without power.

Thanks to the customers who stood by us at our darkest hour, offering our workers a warm smile and a hot cup of coffee.

And thanks to those of you who simply endured the cold and discomfort—understanding the overwhelming task we had before us couldn't be completed overnight.

Your cooperation was appreciated and helped us in our efforts to get power back to your homes and neighborhoods.

We're extremely proud of the outstanding job our people did. We're also impressed with the spirit of the people we serve throughout our franchise area. It has been a tough 13 days. But now the worst is over, and we look forward to helping our community recover completely from the devastating effects of this storm.



Rochester Gas and Electric Corporation  
89 East Avenue, Rochester, N.Y. 14649

The People at RG&E.