



September 2011

# EnergyLines

Go paper-free – [rge.com/online](http://rge.com/online)



For complete contest details, to enroll in **e-Bill**, EFT or to enter to win visit [rge.com](http://rge.com).

**Go paperfree**  
save time, save money

## Win a \$100 Visa® Gift Card!

Sign up for our paper-free **e-Bill** service by October 12 and you could win a \$100 Visa® gift card!

### Enroll in our free e-Bill service and:

- Enjoy the convenience and security of having your bill available online.
- Have the same information and look of your paper bill – but more: build access to 13 months billing history and gain the ability to manage your account online.
- Simplify your life – no more paper, stamps or envelopes.

**Combine e-Bill with RG&E's electronic funds transfer (EFT)** and never miss a payment! When you enroll in **e-Bill** and EFT:

- We'll automatically deduct the RG&E amount due from your bank account 23 days after your bill has been generated.
- Once enrolled in EFT, your bill will show the date your payment will be deducted and "AUTOPAY" will be displayed in the "Amount Due" box.
- You can use our **e-Bill** to view your bill, energy use and payment history.

Visa® is not affiliated with RG&E nor are they sponsors, co-sponsors or endorsers of this offer, nor are they liable or responsible for any actual or alleged claims related to this offer. Other restrictions may apply. Please call 1.800.743.2110 if you have any questions.

## It Pays to Prepare Now for the Heating Season

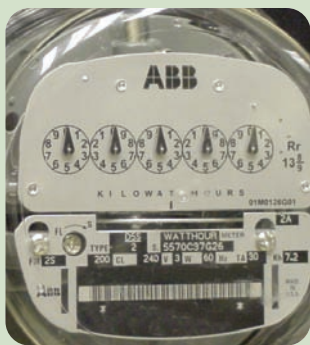
Now is the time to make plans for winter heating. Here's what you can do to manage your energy bills:

- Conduct a home energy audit to determine ways you can save. For information on professional and do-it-yourself energy audits, visit [energysavers.gov](http://energysavers.gov).
- The New York State Energy Research and Development Authority's [getenergysmart.org](http://getenergysmart.org) Website also offers valuable energy conservation information.
- When shopping for new appliances, look for the ENERGY STAR® designation that indicates the most energy efficient models. Also look for yellow EnergyGuide labels that provide energy use and operating cost information for specific models.
- Take advantage of rebates for installing high-efficiency natural gas equipment. To learn more visit [rge.com/energyefficiencyprograms](http://rge.com/energyefficiencyprograms).
- Install energy-saving automatic set-back thermostats.
- Replace incandescent light bulbs with compact fluorescent bulbs that use up to 75% less energy and last up to 10 times as long.
- Sign up for RG&E's **Budget Billing** service and spread your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance. For more information or to sign up, visit [rge.com](http://rge.com) (click on "Your Account," then on "Pay Your Bill"), or call us at **1.800.743.2110**.



## Shop for Your Natural Gas Supplier

Shopping for a natural gas supplier may be one way to help manage your energy costs. Visit [rge.com](http://rge.com) for a supplier list and questions to ask them. With any supplier you choose, RG&E will deliver your energy safely and reliably, and we'll be here – 24 hours a day – to respond to emergencies.



## Sign Up for Our Meter Read Reminder Service

Reading the meter and want a reminder when a reading is due? Enroll in our Meter Read Reminder Service at [rge.com](http://rge.com) (click on "Reading Your Meter" and then on "Reminder Service"). You can choose to receive an e-mail or phone call. The e-mail reminder includes links to enter a reading online, update the meter read reminder e-mail address or contact us. **You can provide your meter readings:**

- **Online at [rge.com](http://rge.com)**, click on "Your Account" and then on "Submit a Meter Reading."
- **By telephone** using our self service line at **1.800.295.7323**.
- **By e-mail** – Take a photo of the meters and e-mail an electronic image to [customer\\_service@rge.com](mailto:customer_service@rge.com). Please put your meter number(s) in your e-mail subject line.

## Prevent Carbon Monoxide Poisoning; Ensure Your Heating System Is Safe

With the heating season right around the corner, here are three important safety tips for you to remember:

1. Carbon monoxide (CO) is a colorless, odorless gas that is a product of the incomplete combustion of natural gas, propane, fuel oil, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and 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. **To protect yourself, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a CO detector for your home.**
2. Leave natural gas appliance installation to the professionals. Only professional plumbing and heating contractors or appliance installers should install natural gas lines, change appliance connectors or check service lines running from the natural gas meter to your appliances. To find a contractor or appliance installer, check your telephone directory or visit the New York State Attorney General's Web page, [nyknowyourcontractor.com](http://nyknowyourcontractor.com) for tips.
3. Studies have linked corrugated stainless steel tubing (CSST) – sometimes used for natural gas – with the risk of fire due to lightning strikes. Proper bonding and grounding can reduce this risk. Consider asking the professional checking your heating system about this.



**To report a natural gas emergency, natural gas odor or suspected carbon monoxide problem, RG&E customers should call 1.800.743.1702 or 911.**

## Energy Resources and Services for Educators, Parents and Kids

Energy resources and services are only a click away at [rge.com](http://rge.com) – click on "Giving Back" and then on "In the Schools." There you'll find materials on energy-related topics and resources including our:

- Grrrr the Natural Gas Safety Bear coloring book and Watts the Wizard safety posters to print and color.
- Information about the power of electricity, through our interactive Electric Universe and Energy Underground sections.



**Know what's below.  
Call before you dig.**

Before starting an outdoor project, have underground utilities marked to protect yourself from injury and prevent damage. A phone call to **811** at least two days but not more than 10 days before you plan to start your project is all it takes.

