

## Attention Electronic Funds Transfer (EFT or Direct Debit) Customers

Your participation in RG&E's electronic funds transfer (EFT) program shows you trust the electronic approach to managing your RG&E bill. You have already stopped writing checks. Why not stop receiving a paper bill, too? By joining our on-line billing program's "VIEW ONLY" option, you can benefit from even greater flexibility, like the ability to access your bill from anywhere at any time and still maintain the security of payment you currently enjoy.

To enroll, go to [www.rge.com](http://www.rge.com) and select Pay-Online. Complete the enrollment form and select the "VIEW ONLY" option.

For any questions, contact customer service at (585) 546-2700, toll free at 1-888-253-8888 or online at [www.rge.com](http://www.rge.com) and click on "Contact Us."



## Clear Vents Make Appliances Work Better

After you've shoveled the driveway and sidewalks, take time to also shovel snow away from the vents for your clothes dryer and other appliances. Clearing snow from around vents leading to side wall vented appliances, such as a 90 percent plus energy-efficient furnace or a power-vented hot water heater, can prevent no-heat or no-hot-water situations. Clear vents also provide the correct amount of oxygen for a clean-burning appliance. Blocked vents can lead to carbon monoxide poisoning.

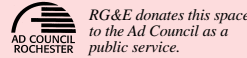


## Volunteer Connection Can Get You Connected



Volunteering is a great way to make a big difference. And now it's easier than ever to find the opportunity that's right for you. Just log on to United Way's web site at [www.uwrochester.org](http://www.uwrochester.org), and click on "Volunteer."

With Volunteer Connection's search tool, you enter a few key words to see the volunteer opportunities that match your skills...and your schedule. Whatever you like to do, we'll connect you with someone who can benefit from it. Visit [www.uwrochester.org](http://www.uwrochester.org) or call 242-6474.



## Replace Your Furnace Filter Today

If you haven't done so yet, now is the time to replace your furnace filter. You should replace your furnace filter(s) three or four times yearly. This is a quick, easy job every homeowner or tenant can do. A new filter makes your furnace more energy efficient and saves energy dollars, too.



Rochester Gas and Electric Corporation  
89 East Avenue, Rochester, N.Y. 14649-0001  
Equal Opportunity Employer  
(585) 546-2700 • 1-888-253-8888  
TTY/TDD (585) 325-3939 • 1-800-962-3293  
Emergency: (585) 546-1100  
<http://www.rge.com>



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Red Cross and RG&E

## Red Cross/RG&E Heating Fund A Community Partnership That Works!

The Red Cross/RG&E Heating Fund is a partnership between RG&E, the American Red Cross, and your friends and neighbors. The fund has helped thousands of those in need with emergency-heating grants. (See inside for details).

February 2003

HIGHLIGHTS

## Need help with winter heating bills?

You may qualify for assistance from the Red Cross/RG&E Heating Fund. One-time emergency financial assistance is available through this fund, which is supported by contributions from customers and matching grants from company shareholders.



People who are not eligible for help from other government programs may apply for a grant through their local Red Cross chapter. Any assistance for those who qualify will be applied directly to heating or fuel bills.

Volunteers and staff from the American Red Cross chapters located in RG&E's service territory administer the fund, except in Allegany County where ACCORD Corp. administers the fund. They assess the applicant's situation. They may also make referrals to other organizations that can help.

**To Report That Your Lights Are Out or You Have Lost Power**  
(24 hours a day)  
1-877-749-4567.

## Who is eligible?

The fund disburses grants during the heating season (until about the end of May) depending on the amount of funding available and demand. Persons qualifying have included those facing a temporary hardship caused by a major illness, overwhelming medical bills, fixed incomes, or unexpected unemployment.

The following guidelines are used to determine the eligibility:

- \* A person must live in the nine-county RG&E service territory. *Applicants do not have to be an RG&E customer.*
- \* The applicant *cannot* be eligible for the Home Energy Assistance Program (HEAP) or Department of Social Services (DSS) assistance.
- \* The household must fall within income guidelines established for the program. These guidelines are set so that those persons who do not qualify for government assistance programs might qualify for a Red Cross/RG&E Heating Fund grant.
- \* There must be a heating emergency, such as a lack of fuel oil, wood, or propane. Or there must be a potential discontinuation of gas or electric service or other hardship. A shut off or termination of service notice is required.

## How you can help



You can contribute to the Red Cross/RG&E Heating Fund by adding your donation to the full amount of your monthly RG&E bill. Your check should be made payable to the Red Cross/RG&E Heating Fund and should include *both* your regular payments along with the donation amount.\* Banks will not accept donations.

Or, you can mail a separate check (made payable to the Greater Rochester Chapter of the American Red Cross) to: Red Cross/RG&E Heating Fund, Rochester Gas and Electric Corp., 89 East Ave., Rochester, NY 14649-0001.

\*As a 501-3C organization, contributions to the Red Cross/RG&E Heating Fund are tax deductible.

### You Can Choose an Energy Supplier.

For information, call  
RG&E at 546-2700  
or toll free at  
1-888-253-8888.  
Or visit [www.rge.com](http://www.rge.com). Click on  
"Energy Choice."

**Smell Gas?**  
**Get Up. Get Out and Call from a Neighbor's Home.**  
(24 hours a day) 546-1100.  
Toll-free 1-888-253-8888.  
Or call 9-1-1.