

CO Detectors Don't Last Forever

If your carbon monoxide (CO) detector is more than five years old, you may want to consider replacing it. Consult the manufacturer's specifications for your specific model.

CO is a toxic, tasteless, colorless, and odorless gas. Even small amounts can cause severe illness and even death. CO symptoms are often mistaken for the flu.

CO comes from the incomplete combustion of carbon-based fuels such as wood, kerosene, gasoline, oil, propane, or natural gas.

If you suspect CO fumes are present, leave your home immediately. Call for assistance from a nearby phone.

Who to Call — RG&E gas customers can call RG&E at (585) 546-1100, or toll-free at 1-888-253-8888. Or call 9 1 1. If you are not an RG&E gas customer call 9 1 1.



Neighborhood
Housing Services
of Rochester, Inc.

NHSR Can Help with House Repairs

Do you need help with a home emergency repair?

The Neighborhood Housing Services of Rochester (NHSR) has the solution. If you live in the City of Rochester and own your home, you may be eligible for a low-interest (or even zero-interest) rate emergency loan.

For more information, contact, NHSR, 570 South Ave., Rochester. Or call (585) 325-4170 (ext. 16 or 18).

Help A Child Escape the Shadow of Violence



Funded in part
by OJDP

Violence doesn't have to be directed at children to harm them. Just seeing violent acts in their home or neighborhood can be very frightening and confusing. Children who see violence can have emotional or social problems that last for years.

Fortunately, there are ways you can help. If you know a child exposed to violence, please call today for more information.

275-5151
Rochester Safe Start.



RG&E donates this space
to the Ad Council as a
public service.

An Education on College Aid

Figuring out how to pay for a college education can be difficult. Help is available through the College Aid Awareness Network (CAAN). You can e-mail a college financial aid professional anytime, throughout the year by going to www.nysfaaa.org and clicking on the "Ask the Expert" icon. You may also visit www.hesc.com for additional financial aid information and links to other helpful financial aid websites. The NYS Financial Aid Administrators Association and the NYS Higher Education Services Corp. co-sponsor CAAN. CAAN runs from Jan. 6 through Feb. 28.

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Rochester Gas and Electric Corporation
89 Est 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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We Guarantee Our Service

The word service has always been the mainstay of RG&E's "Always at Your Service" motto. We're guaranteeing it through RG&E's Customer Service Guarantees. Look inside for our six guarantees.

January 2003

HIGHLIGHTS

◆ **We'll Keep All Appointments** – Employees will keep all appointments RG&E schedules with a customer. If an RG&E service representative does not keep an appointment within the agreed upon time frame, RG&E will credit the customer's account \$20.

◆ **Prompt Billing Resolutions** – RG&E will provide customers with a resolution to their billing concern by the next business day. If a representative must visit their home or business, RG&E guarantees a resolution within five business days. If RG&E fails to meet these commitments, the customer's account will be credited \$20.

◆ **Advance Notice in Case of Planned Service Interruptions** – RG&E will provide notice when it is known in advance that it will be necessary to interrupt a customer's electric service. RG&E also guarantees to restore the service in the time promised. If RG&E fails to notify the customer or meet the restoration deadline, the customer's account will be credited \$20.

◆ **Street and Area Lighting** - RG&E will respond to any RG&E area light or street light

that has gone out of service and will re-lamp, repair, or initiate further repairs within 24 hours of being notified. RG&E will install an outdoor area light or streetlight by the promised time. If RG&E fails in this commitment, RG&E customer service representatives are authorized to waive the first month's service charge.



◆ **Respect Customer's Property** – RG&E will notify customers prior to performing any scheduled (non-emergency) work on a customer's property. When an RG&E representative has performed service at a customer's site resulting in property damage, the customer will be informed of the schedule and actions RG&E is taking to restore the property. Additionally, RG&E will respond by the end of the next business day to any questions or concerns regarding that work.

◆ **Prompt, Courteous Service** – RG&E is committed to providing exceptional customer service. If a customer's contact with RG&E is not handled in a prompt, courteous, and professional manner, the customer is encouraged to report the incident via our customer service guarantee number at (585) 771-4433 or toll free at 1-888-368-8828.



Prepare for the Worst

Lightning, sleet, ice, and strong winds can attack RG&E equipment and facilities during storms and all of a sudden, life can become uncomfortable.

When a storm strikes, RG&E is ready. Our trained repair crews respond quickly to restore power. In the meantime, you should be prepared to weather such outages.

RG&E's *Storm Guide Book - A Guide for Weather and Electrical Outage* can help. For your free copy, fill out and send in the coupon.

cut out and mail in

Please send me the *RG&E Storm Guide Book - A Guide for Weather and Electrical Outage*.

Name: _____

Address: _____

City/Town _____ St _____ ZIP _____

(Complete the mailing information and mail it directly to:
RG&E, Dept. 35, 89 East Ave., Rochester, NY 14649-0001.)