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# EnergyLines

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## Prevent Carbon Monoxide Poisoning

> **You and your family can rest easy knowing you have a working carbon monoxide detector.**

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 appliances or equipment 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.



**Under New York State law (Amanda's Law) all residences must have a carbon monoxide (CO) detector. This applies to one-family and two-family homes, condominiums or cooperatives, and multiple dwellings with heating and cooking appliances. The National Fire Protection Association recommends CO detectors be installed in a central location outside each sleeping area and on every level of the home.**

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**.

## Do You or Someone You Know Need Help with Winter Heating Bills?

The Red Cross/RG&E Heating Fund, administered by the American Red Cross Greater Rochester Chapter, is an emergency energy assistance program which specifically targets those who are not eligible for government assistance programs, such as the Home Energy Assistance Program (HEAP). The Red Cross/RG&E Heating Fund is supported by contributions from RG&E customers, shareholders and the community, and provides grants to eligible applicants during the heating season or until funds are exhausted.



### Key Facts:

- Applications are accepted for one-time emergency grants to provide assistance to families or individuals who are having trouble paying a heating bill.
- There must be a heating emergency, such as the lack of fuel oil, wood or propane, a potential discontinuation of natural gas or electric service or other hardship (e.g. medical).
- A shut off or termination of service notice is required.
- Applicants to the Red Cross/RG&E Heating Fund must not be eligible for any government assistance, such as HEAP or Department of Social Services (DSS) aid.
- Applicants must live in the RG&E service territory.
- Applicants do not have to be RG&E customers.
- For more information on eligibility guidelines, contact your local chapter of the American Red Cross during the cold weather season. In Monroe County, call **585.241.4400** or TTY **585.241.4464**.

## Pay Your Bill Your Way

Our online services and self service phone line are available 24/7. Try any of these **free** and **convenient** ways to pay:

- **Enroll in our Autopay (electronic funds transfer) service** by completing the form on the back of your bill payment stub or **enroll online** at [rge.com](http://rge.com). With Autopay, RG&E will deduct your amount due from your bank account 23 days after we mail your bill.
- **Go paper-free with our e-Bill service** – save stamps, checks and paper. You can combine Autopay and e-Bill to ensure you never miss a payment.
- **Use our e-Payment service** to make a secure electronic payment from your checking account while still receiving a paper bill. No enrollment or login needed, pay online at [rge.com](http://rge.com) or call our self service line at **1.800.295.7323**.



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## 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.



## 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.

## Generator Safety

When properly sized, installed and operated, stand-by generators (or emergency or back-up generators) can safely power electrical equipment during power interruptions. However, you must follow proper procedures or you may place yourself and your family at serious risk. Also, improperly operated generators can feed electricity back into our lines, putting our people who are working to restore service in danger. **Please be sure to read, understand and follow all manufacturer’s instructions for safe operation.**

### Review these safety tips before using your generator.

- Operate outdoors in a clean, dry, well-ventilated area.
- Your generator must be properly grounded.
- After losing power, turn off main breaker or pull main fuse block.
- Never connect a generator to an existing wiring system without an automatic transfer switch.
- Make sure all electrical connections comply with the National Electric Code (NEC).
- Never overload your generator with too many appliances.
- Use properly-sized extension cords in good condition.
- Never let children play near a generator.



Read our Emergency Generator Safety brochure at [rge.com](http://rge.com) (click on “Usage and Safety,” “Electrical Safety” and then on “Generator Safety”) or call us at **585.724.8666**.