



October 2012

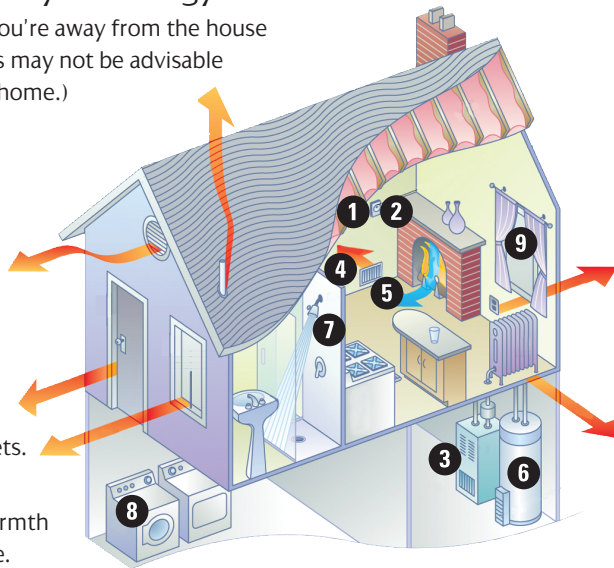
EnergyLines

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Prepare for an Energy-Wise Winter

Maximize energy efficiency and minimize your energy bill.

1. Set thermostats no higher than 70°, and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if you have frail, ill or elderly people or infants in your home.)
2. Install programmable thermostats.
3. Change or clean furnace filters once a month during the heating season.
4. Warm air rises, so use registers to direct warm airflow across the floor.
5. Close vents and doors in unused rooms and close fireplace dampers when not in use.
6. Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
7. Install water-flow restrictors in showerheads and faucets.
8. Run washing machines and dryers with a full load.
9. Open draperies and blinds on sunny days to let the warmth in and close at night to insulate against cold air outside.



Here are a few more tips for managing winter heating costs:

- **Sign up for RG&E's Budget Billing** service and spread your utility costs evenly over 12 months. For more information or to enroll, visit rge.com or call us at **1.800.743.2110**.
- **If you are having trouble paying your RG&E bills**, don't wait, contact us right away at **1.877.266.3492**.
- **If you need help with winter heating bills**, you might be eligible for a **Home Energy Assistance Program (HEAP)** grant. HEAP is a federal program that provides financial assistance to eligible households. The 2012-2013 HEAP season begins November 19, 2012. Emergency HEAP is scheduled to open January 2, 2013. Both funds close March 15, 2013 or when funds are exhausted. For more information or to apply, visit otda.ny.gov/main/programs/heap or contact your local Department of Social Services.



Don't Forget
to Vote
on Tuesday,
November 6!

Fall Reminders:

Eastern Standard Time Begins Sunday, November 4.

When setting clocks back, don't forget to replace batteries in battery-operated smoke alarms and carbon monoxide detectors.

Prevent Carbon Monoxide (CO) Poisoning. Have your heating system and chimney, flues and vents checked by a professional and purchase a CO detector. If you are a RG&E natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at **1.800.743.1702**.

Look Up ... Look Out! When working outside, remember to watch overhead. Aluminum siding, gutters, ladders and other materials can conduct electricity. If anything touches an overhead power line, the results could be deadly. For more information, visit rge.com, click on "Usage and Safety" and then on "Dig Safely and Look Up."

RG&E's Energy Assistance Program (EAP)

RG&E's Energy Assistance Program (EAP) is designed to help eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Basic Benefit (monthly bill credit) and EAP Limited Benefit (arrears forgiveness).

EAP monthly bill credits are available automatically to any customer who has a HEAP grant applied directly to an active RG&E account. Once enrolled, a credit will be listed as a line item on your regular RG&E bill. If HEAP is supplied to an account with another fuel vendor you must provide us with a copy of your HEAP award letter. Copies can be sent to us at the Energy Assistance Program, RG&E, 89 East Avenue, Rochester, NY 14649-001. Or fax it to: 585.771.6383.

For more information, please visit rge.com, click on "Your Account" and then on "Energy Assistance: HEAP and EAP Can Help."



Helping Those In Need With The Power of Your Dollars

The Red Cross/RG&E Heating Fund is a partnership between the American Red Cross Greater Rochester Chapter and RG&E. This fund, supported by our customers, employees, the company and the community, provides emergency financial assistance to those who are not eligible for government assistance programs such as HEAP.

Since 1984, the Red Cross/RG&E Heating Fund has helped nearly 16,500 households by distributing grants totaling more than \$5.5 million.

If you haven't contributed but are interested in helping your neighbors in need, please check out the three ways you can give below. If you have contributed, whether one time or through automatic giving, please accept our thanks.

1. Through automatic giving – visit rge.com, click on "Giving Back" and then on "In the Community."
2. Add exactly **\$1**, **\$2** or **\$5** to your next RG&E bill payment.
3. Send a check payable to the Red Cross/RG&E Heating Fund to: Red Cross/RG&E Heating Fund, American Red Cross Greater Rochester Chapter, 50 Prince Street, Rochester, NY 14607.

♥ The Red Cross/RG&E Heating Fund is a joint effort of RG&E and the American Red Cross.



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.
- The New York State Energy Research and Development Authority's 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 **increased rebates** for installing high-efficiency natural gas equipment. To learn more visit rge.com and click on the "energy efficiency incentives" icon.
- Replace incandescent light bulbs with compact fluorescent bulbs that use up to 75% less energy and last up to 10 times as long.

