



EnergyLines

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Helping Those in Need With the Power of Your Dollars

The Red Cross/RG&E Heating Fund is the result of a partnership between the American Red Cross Greater Rochester Chapter and RG&E. This fund, supported by our company and our customers and employees, 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 more than 18,000 households by distributing grants totaling more than \$5.8 million.

You can give one of the three ways to the Red Cross/RG&E Heating Fund.

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.

If you have already contributed, thanks!



Facing an Energy Emergency? HEAP and EAP Can Help!

The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps income eligible households with energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season and may also be eligible for emergency HEAP benefits. The number of emergency benefits varies per season depending on the availability of funds. **The 2012-2013 HEAP season opens on November 19, 2012. Emergency HEAP is scheduled to open on January 2, 2013.** Your county's Department of Social Services will accept applications on or after those dates. For more information, visit otda.ny.gov/main/programs/heap.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,138
2	\$2,796
3	\$3,453
4	\$4,111
5	\$4,769
6	\$5,427
7	\$5,550
8	\$5,673
9	\$5,797
10	\$5,920
11	\$6,346



With HEAP comes EAP – 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 customers with a HEAP grant on an active RG&E account. (If HEAP is supplied to an account with another fuel vendor you must provide a copy of your HEAP award letter to 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."

Energy-Saving Tips for Your Holiday Lighting Displays

- Purchase new, energy-efficient lights. Miniature bulbs use less energy than larger bulbs and LEDs (light emitting diodes) use even less.
- Use a programmable timer to turn lighting displays on and off; unplug lights when you leave or go to bed.
- Don't overload electrical circuits.
- Use lights and extension cords approved by Underwriters Laboratories Inc. (UL) or another recognized testing organization.
- Extension cords and lights used outdoors should be rated for outdoor use.





Stay away from downed power lines and tell others to stay away. Even lines that appear “dead” can be deadly. Call us immediately at **1.800.743.1701** to report downed power lines.

If you or a member of your household relies on life-sustaining equipment don't wait, contact us now at **1.800.743.2110**.

Be Prepared for Winter Storms

When a storm strikes, RG&E is ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a battery-operated radio and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

If Your Power Is Interrupted:

- Check to see if your neighbors' power is out. If it isn't and you are able, double check your own circuit breakers or fuse box.
- Call us at **1.800.743.1701** or visit rge.com to report a power interruption.
- Listen to a battery-powered radio for updates.
- Leave a light turned on so you will know when power is restored.
- Avoid peeking into your refrigerator or freezer to help extend the length of time food will keep.
- Use a flashlight as a light source. If you use candles, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at rge.com.

Prevent Carbon Monoxide Poisoning

Have your heating system and chimney, flues and vents checked once a year by a professional and purchase a carbon monoxide detector for your home. You and your family will rest easy knowing you have a working carbon monoxide 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**.



Environmental Update

- RG&E is required by the New York State Public Service Commission (PSC) to publish this information twice a year with the most recent data provided by the PSC.
- **If you receive your electricity supply from RG&E**, your environmental disclosure information is provided here. It is also available at rge.com, click on “Giving Back” and then on “In the Environment.”
- **If you receive your electricity supply from a supplier other than RG&E and your supplier's charges are included in your RG&E bill**, your supplier's environmental disclosure will be provided in a separate bill insert that may not be at the same time as when the RG&E's disclosure information is provided.
- **If you buy your electricity from a supplier other than RG&E, and are billed directly by your supplier**, you should receive environmental disclosure information from your supplier.
- For more information on environmental disclosure, contact the PSC at **1.888.Ask.PSC1** (1.888.275.7721) or visit dps.state.ny.us.



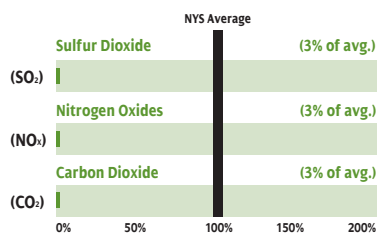
Fuel Sources Used to Generate Your Electricity

- January 2009 through December 2009
- Actual total may vary slightly from 100% due to rounding

Biomass	Less than 1%
Coal	Less than 1%
Hydroelectric	14%
Natural Gas	Less than 1%
Nuclear	82%
Oil	Less than 1%
Solar	Less than 1%
Solid Waste	Less than 1%
Wind	2%
Total	100%

Air Emissions Relative to the New York State Average

- January 2009 through December 2009



RG&E's sources of electricity supply are cleaner than the New York State average.