



EnergyLines

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Winter Safety and Heating Tips

Help Avoid Hypothermia

Cold weather can put us at risk of hypothermia, a dangerous condition caused by a lowering of body temperature. Symptoms include feeling very cold, tired and weak; shivering and confusion. To help avoid hypothermia:

- **Wear a hat** indoors, outdoors and even in bed. Half of our body heat is lost through the head and neck.
- **Dress and sleep in layers** to help insulate you. If you lower the thermostat at night, add layers of blankets, quilts, etc. to keep warm.
- **Eat and drink right.** Food is fuel for the body. Nutritious meals help keep your “body furnace” going. Avoid alcohol, as it speeds up the loss of body heat.
- **Know your medications** as some can increase your risk of hypothermia. Talk to your health care provider.

Consider Heating Safety

Have your heating system and chimney, flues and vents checked once a year by a professional and purchase a carbon monoxide (CO) detector for your home. (CO detectors are now required by state law in most residences.)

When using supplemental heat sources such as space heaters and fireplaces, always follow the manufacturer's instructions. For wood fireplaces, visit the U.S. Fire Administration's website at usfa.fema.gov.

Always ensure you are heating your home efficiently; compare your energy cost for the appliance or fireplace versus the cost to use your furnace or boiler.

Have a plan in place in case you lose your home heating source. Stay elsewhere until your heat is restored or use a supplemental heating source. **Never use a stove, oven or candles as a heat source.**

If you use a generator:

- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- Make sure all electrical connections comply with National Electric Code.
- Never connect a generator to an existing wiring system without an automatic transfer switch.
- Never overload your generator with too many appliances.
- Never let children play near a generator.
- Read our *Emergency Generator Safety* brochure at rge.com, click on “Usage and Safety,” “Electrical Safety” and then on “Generator Safety.”



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. If you have already contributed, 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.



Thank You to Our Customers!

The end of October brought us Hurricane Sandy, which tore through a swath of RG&E's service area. Hurricane Sandy brought relentless tropical storm force winds and gusts that brought down trees and caused severe damage to RG&E's electricity delivery system. Our thoughts have been with everyone affected by this storm. We deeply appreciate our customers' patience and understanding as we went about our work.





Removing Snow and Ice Safely

When you remove snow and ice from driveways and sidewalks, make sure you know where our meters are so you don't damage them, inadvertently disrupt service to your home or business, or put yourself in danger. Snow and ice can damage electricity and natural gas meters, natural gas pipes and natural gas regulators, so never bury them when you are shoveling, using a snowblower or plowing. When removing snow or ice from a roof, never let it fall on our meters or other equipment.

Natural gas appliance chimneys and vents should also be kept free of snow and ice to prevent carbon monoxide poisoning.

Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – **get up, get out and call RG&E immediately from a neighbor's phone.** We'll respond quickly to make sure you and your family are safe.

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 immediately at 1.800.743.1702.

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 began 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 14649-0001. 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 Efficiency Incentive Programs

- **Home Refrigerator and Freezer Recycling** – Unplug and recycle your second refrigerator or freezer! We'll pick it up for free! You get \$30 and could save up to \$150 a year on your electricity bill.
- **Small Business** – Free energy assessments and incentives for 70% of the cost of recommended lighting upgrades.
- **Commercial and Industrial** – Rebates for installing qualified energy efficient equipment.
- **Multi-Family** – Free installation of compact fluorescent lights in up to six fixtures in each dwelling unit and energy saving showerheads and faucet aerators in units with electric water heating. Incentives covering up to 50% of the cost of common-area lighting upgrades.
- **Residential Natural Gas** – Rebates for installing qualifying natural gas equipment, related control equipment.

For more information and eligibility requirements, visit rge.com.

Season's Greetings

Wishing you and your family
a safe and happy holiday season.

