



January 2012

EnergyLines

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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. 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 or call our self service line at **1.800.295.7323**.



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save time, save money
rge.com/online



Start the New Year 'Energy Smart'

- **For low-cost and no-cost energy-saving tips**, visit rge.com, click on "Usage and Safety" and then on "Using Energy Wisely." The New York State Energy Research and Development Authority's getenergysmart.org Web site 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 rebates for installing high-efficiency natural gas equipment.** To learn more, visit rge.com and click on the "energy efficiency programs" icon.
- Install energy-saving automatic set-back thermostats.
- **Replace incandescent light bulbs with compact fluorescent bulbs** that use up to 75% less energy and last up to 10 times as long.
- **Sign up for RG&E's Budget Billing service** and spread your energy costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance. For more information or to sign up, visit rge.com (click on "Your Account," "Pay Your Bill" and then on "Budget Billing") or call us at **1.800.743.2110**.



For more energy-wise tips, visit rge.com.

How to Contact Us

Customer Relations Center: 1.800.743.2110
(Monday through Friday, 7 a.m. to 7 p.m.)

Electricity interruptions or emergencies:
1.800.743.1701 (24 hours a day, every day)

Natural gas odors or emergencies:
1.800.743.1702 (24 hours a day, every day)

Payment arrangements: 1.877.266.3492

Hearing- and speech-impaired: 1.800.962.3293

Self service line, available anytime: 1.800.295.7323
(Enter a meter reading, pay by phone, learn your account balance and more)

Electronic message: Use our "Write to RG&E" form online at rge.com.



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.**



Portable generators are smaller, stand alone and are not connected to any existing wiring system. Extension cords are used to connect portable generators to electrical equipment or appliances. Review these safety tips before using your portable or stationary 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.

Stationary generators require additional consideration. They should be installed only by professionals. NEC and local code requirements must be met, and a double-pole, double-throw switch is a must. If you are planning to install a stationary emergency generator powered by natural gas:

- Contact RG&E at **1.800.743.2110** to ensure that there is adequate natural gas pressure.
- Check (or be sure your contractor checks) with the municipality to see if a permit is required.

A Special Note About Natural Gas-Fired Generators:

Many generators fueled by natural gas require a delivery pressure that's greater than RG&E's standard pressure. If the generator is not supplied with the manufacturer's suggested delivery pressure, it may not run. Before purchasing a natural gas-fired generator, contact RG&E at **1.800.743.2110** to ensure an elevated delivery pressure is available to your home or business. This is **NOT** available in all areas.

Read our Emergency Generator Safety brochure at rge.com (click on "Usage and Safety," "Electrical Safety" and then on "Generator Safety") or call us at **585.724.8666**.

Facing an Energy Emergency? HEAP and EAP Can Help!

The **Home Energy Assistance Program (HEAP)** is a federal grant program that assists income eligible households in paying for energy costs, repairs and weatherization. Income eligible customers may receive one regular HEAP benefit per season. In addition to regular HEAP, households may also be eligible for emergency HEAP benefits. The number of emergency benefits varies per season depending on the availability of funds. The 2011-2012 HEAP season opened on November 16, 2011. Emergency HEAP is scheduled to open January 3, 2012. The Department of Social Services will accept applications on or after that date. Please be aware that due to reduced funding HEAP grants may be smaller and more limited than in the past. For more information, visit otda.ny.gov/main/programs/heap.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,146
2	\$2,806
3	\$3,466
4	\$4,127
5	\$4,787
6	\$5,447
7	\$5,571
8	\$5,695
9	\$5,818
10	\$5,942
11	\$6,136

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 (arrear 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 Ave, 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."

