



# EnergyLines

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## Helping Those In Need With The Power of Your Dollars

The Red Cross/RG&E Heating Fund 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 fund is supported by contributions from RG&E customers and employees and provides grants to eligible applicants with energy emergencies year-round.

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.

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](http://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.



## Daylight Saving Time Begins Sunday, March 10

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

## 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 began January 2, 2013.** For more information, visit [otda.ny.gov/main/programs/heap](http://otda.ny.gov/main/programs/heap) or contact your county's Department of Social Services.

### 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](http://rge.com), click on "Your Account" and then on "Energy Assistance: HEAP and EAP Can Help."

# Trees: A Leading Cause of Power Interruptions

We are proud to be your provider of reliable, essential electricity service. When power is interrupted, it is often due to a tree coming into contact with our power lines. To minimize interruptions, we prune or remove vegetation in our rights of way.

## Removing Trees Near Transmission Lines

High-voltage transmission lines move large amounts of power from where it's produced to our local distribution system. In addition to our regular transmission maintenance work, as a direct result of the 2003 blackout (where tree limbs came into contact with transmission lines in Ohio) the New York State Public Service Commission does not allow trees to be pruned when they have the capacity to grow close to, come into contact with or fall into a high-voltage transmission line; in those cases, utilities must **remove** the trees.

## Pruning Or Removing Trees Near Distribution Lines

For distribution lines – the power lines that deliver electricity to homes and businesses – we may prune or remove trees and vegetation depending on the situation. Any pruning we do follows American National Standards Institute (ANSI) standards and Tree Care Industry Association (TCIA) guidelines.

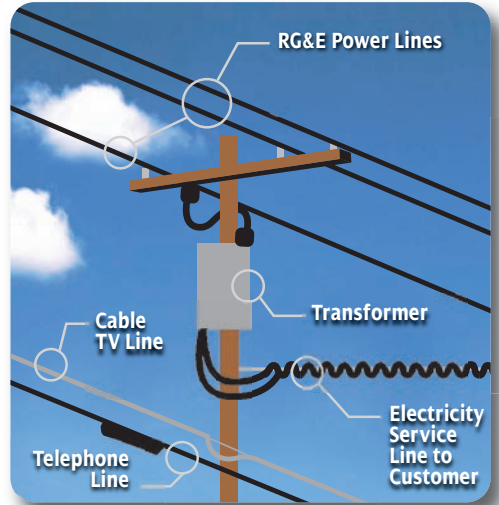
If you believe trees around utility lines need to be removed or pruned, we encourage you to contact the appropriate utility company (see the illustration to the right to help you identify utility lines). Vegetation on or near your electricity service wires can be pruned by qualified tree contractors. **Do not attempt this work yourself.**

To learn more visit [rge.com](http://rge.com), click on "Usage and Safety" and then on "Electrical Safety."

**Plan Before You Plant or Build:** Consider the location of distribution lines when planting or doing construction work. Never plant or build anywhere near transmission lines.

### Our Tree Debris Removal Policy

- During scheduled tree work in residential and landscaped areas, we chip and remove smaller branches and cut larger ones into easy-to-handle lengths to leave behind.
- When customers request that we clear vegetation outside of our schedule or in rural, non-landscaped areas, we leave the cut material behind.
- Following storms, our priority is to restore electricity service quickly, so when we have to cut vegetation, we leave cut material behind in all cases.



### For Your Safety

- Never attempt to remove tree debris when downed power lines may be entangled.
- Leave cutting and pruning of trees near power lines to professionals. A tree or limb that contacts a power line could be deadly.
- Remind children not to climb trees near power lines.

## 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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