



October 2013

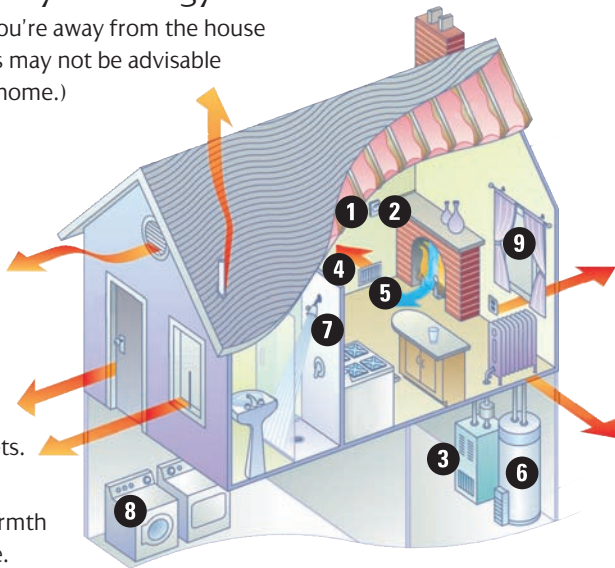
# EnergyLines

Go paper-free – [rge.com/online](http://rge.com/online)

## 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](http://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 2013-2014 HEAP season is scheduled to begin in mid-November 2013. Emergency HEAP is scheduled to open in 2014. For more information or to apply, visit [otda.ny.gov/main/programs/heap](http://otda.ny.gov/main/programs/heap) or contact your local Department of Social Services.

## Win a \$100 Wegmans Gift Card!

Sign up for our free paper-free **e-Bill** and/or **Autopay** (electronic funds transfer) services by January 12, 2014 and **you could win a \$100 Wegmans gift card**.

- 1 **Enroll in our free e-Bill service and:**
  - View and pay your bills online. Set email alerts and reminders.
  - View up to 13 months billing history.
  - Help the environment – no more paper, stamps or envelopes.
- 2 **Enroll in our free Autopay service and:**
  - Never worry about missing a payment.
  - Have your RG&E payments deducted from your bank account 23 days after we mail your bill.
  - Simplify your life – no more checks or stamps.
- 3 **Combine e-Bill with Autopay** to go paper-free and never miss a payment; plus **your name will be entered to win twice; doubling your chances.**

**Enroll today!**

To enroll in **e-Bill** and/or **Autopay**, or to enter to win and for complete sweepstakes details, visit [rge.com](http://rge.com) or call **1.800.743.2110**.

Enrollment in **e-Bill** and/or **Autopay** not required to participate.

**Go**  
**paperfree**  
save time, save money

RG&E promo entries must be received by January 12, 2014 with monthly winners for June through December 2013. Wegmans is not affiliated with RG&E nor is Wegmans a sponsor, co-sponsor or endorser of this offer, nor is Wegmans liable or responsible for any actual or alleged claims related to this offer. Other restrictions may apply.

## Beware of Scams

Nationwide, scammers identifying themselves as utility representatives have been contacting customers saying their service will be disconnected unless they pay immediately by purchasing a "Green Dot MoneyPak Card" or other prepaid debit card. Scams may also take other forms.

Please know that we will never call you and require payments if your account is in good standing. We will also not ask you to purchase a prepaid debit card to make payments. Protect yourself from payment scams with these tips:

- Never give out your RG&E account number or other personal information to anyone contacting you.
- If you need to make an urgent payment, call us at **1.877.266.3492**, visit an RG&E walk-in office location or use a local pay agent, such as Walmart.
- Always contact us first with any questions about late payments.

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

Funded by RG&E and our customers and employees, the Red Cross/RG&E Heating Fund helps eligible customers pay for energy emergencies, such as fuel bills, repairs to heating equipment, home weatherization and water heater replacements.

Since 1984, the Red Cross/RG&E Heating Fund has helped more than 18,000 households by distributing grants totaling more than \$5.9 million.

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

1. Through automatic giving – visit [rge.com](http://rge.com) (click on "Giving Back," then "In the Community" and then on "Red Cross/RG&E Heating Fund").
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.



## 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 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."

## Fall Reminders:

**Eastern Standard Time Begins Sunday, November 3.** 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 an 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** or call **911**.

**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](http://rge.com), click on "Usage and Safety" and then on "Dig Safely and Look Up."



**Don't Forget to Vote on Tuesday, November 5!**

