



# Energy *Lines*



Click on this symbol at [rge.com](http://rge.com) for more information on using energy **safely** and wisely.

February 2006

KEEPING YOU INFORMED

## *Ginna Refund* update

Eligible electric delivery customers will receive the third round of refunds from the sale of Ginna Nuclear Generating Station this month. Refund checks will be mailed to most eligible customers in late February or early March. You will receive a credit on your February or March electric bill if your refund is less than \$1 or if you are more than 60 days behind in your RG&E payments and are not on a deferred payment agreement.



**For more information about the Ginna Refund, visit [rge.com](http://rge.com).**

USING ENERGY **SAFELY** & WISELY

## Emergency generator *safety guidelines*

During power interruptions, when operating generators, it is essential to take precautions, for your safety and the safety of RG&E people working to restore power.



**Always** read your owner's manual.

**Always** operate your generator outdoors in a clean, dry, well-ventilated area.

**Always** properly ground your unit to prevent electrical shock.

**Always** turn off your main circuit breaker before starting your generator.

**Always** make sure all electrical connections comply with National Electric Code.

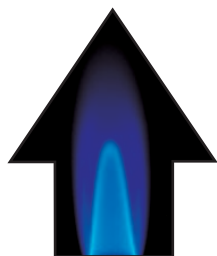
**NEVER** connect a generator to an existing wiring system without an automatic transfer switch.

**NEVER** overload your generator with too many appliances.

**NEVER** let children play near a generator.

▶ Read our Emergency Generator Safety brochure at [rge.com](http://rge.com) (click on "Safety Information"). Or call us at 1.800.743.2110.

KEEPING YOU INFORMED



## NATURAL GAS SUPPLY PRICES ARE UP ...

and that may mean an increase of 25% to 40% in your winter heating bills. See the back page of *EnergyLines* for tips on how to keep your bills down.

**Also, please remember our Budget Billing service** enables you to spread your energy costs evenly over 12 months, eliminating seasonal ups and downs in bills. For more information visit [rge.com](http://rge.com) or contact us at 1.800.743.2110.

**If you're having trouble paying your RG&E bills**, contact us at 1.877.266.3492. The sooner you do, the sooner we can work on a solution together.

## Consider clearing the path

Our meter readers appreciate clear access to your meter. Regular meter readings help ensure that you're billed for the exact amount of energy you use. If your meter is indoors, and it is inconvenient for you to give us access, call us to discuss other options at 1.800.743.2110 or visit [rge.com](http://rge.com) and click on "Billing Services."



**Heating Fund**  
is a joint effort  
of **RG&E and the**  
**American Red Cross**

ENERGIZING OUR COMMUNITIES

## You can help warm hearts and homes

The Red Cross/RG&E Heating Fund is an energy assistance fund that helps those who are eligible, cope with unexpected energy emergencies regardless of the fuel type used in the home. Nearly \$3.9 million has been distributed to more than 12,000 families since the program began in 1984. **You can make sure the dollars are there to help people this winter.** There are two ways you can contribute – see below. For more information call 1.585.241.4474.

There are 2 ways you can contribute –

**1** Add your donation to the full amount of your RG&E bill. Simply write in the amount you wish to donate on the separate line provided on your RG&E bill stub.

**2** Send a check payable to Red Cross/RG&E Heating Fund to: American Red Cross Greater Rochester Chapter  
50 Prince Street  
Rochester, NY 14607

Nearly \$3.9 million has been distributed to more than 12,000 families since the program began in 1984.

Every tax-deductible dollar contributed goes to someone in need. No administrative costs are deducted from your donation.

## Weather watch – *be storm prepared*

**Ice and winter winds can cause power interruptions. Should a problem occur, RG&E will respond quickly and work diligently to restore power.**

### **Don't be caught off guard:**

- ❄ Have a supply of water and non-perishable food.
- ❄ Have at least one telephone that does not depend on electricity. Cordless house phones will not work during a power interruption.
- ❄ Keep flashlights, a battery-operated radio and extra batteries on hand.
- ❄ Use blankets and wear extra warm clothing.
- ❄ If someone in your home uses life-sustaining equipment powered by electricity, call us now at **1.800.743.2110**.



**Caren Weaver – Manager, Gas Supplier Services, Rochester**

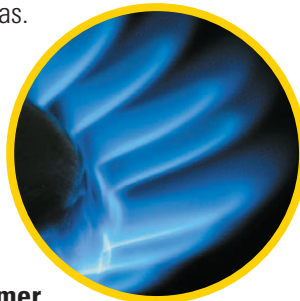
### **OUR PEOPLE ENERGIZING OUR COMMUNITY**

For five years now, Caren Weaver has acted as a mentor to a young woman through the Women Helping Girls with Choices program. They get together every other week for fun activities like pottery painting, fruit picking, baking, and sometimes just for a nice meal or a movie. "I'm a professional woman and I know how difficult it can be for girls to strive for all they can be. So, I wanted to get involved with a junior-high age girl to show her the opportunities that are out there," Caren said.

## Smell natural gas? *Get up, get out and call us from a neighbor's phone!*

For your safety, we add that distinctive odor – it's like the smell of rotten eggs – to natural gas.

If you smell natural gas or hear a hissing sound, immediately get up, get out and call us from a neighbor's phone. We'll respond quickly to make sure you and your family are safe.



**If you are an RG&E natural gas customer and need to report a natural gas emergency, call us at 1.800.743.1702.**

# Maximize your home's energy efficiency

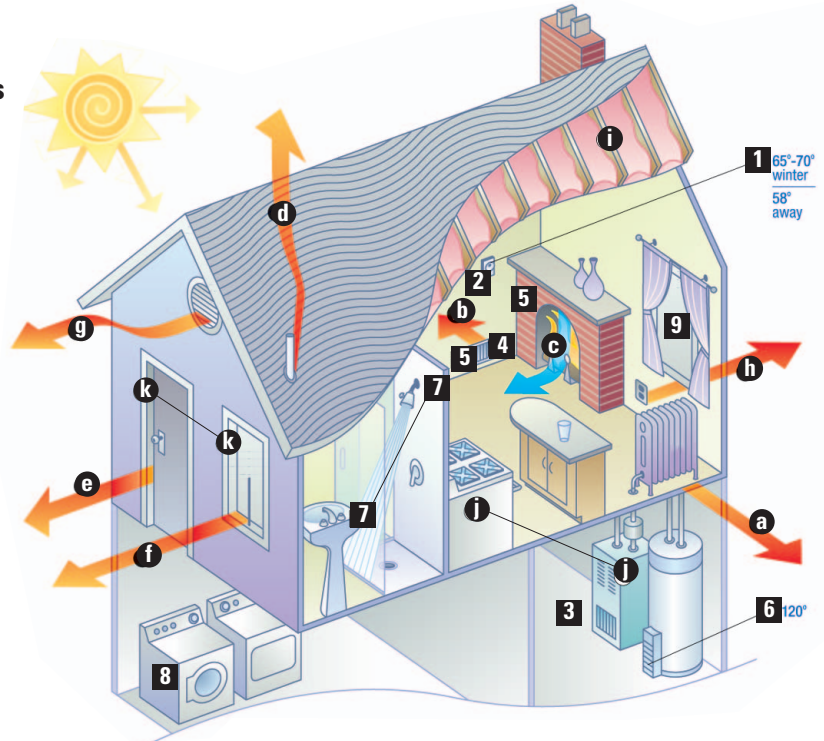
*to minimize your utility bill*

**Natural gas supply prices are up. Here are some tips to keep your natural gas bills down.**

## Keep The Cold Out

Reducing air leaks could cut 10% from an average household's monthly energy bill. Here are areas where air can escape from your home:

- a** floors, walls, ceilings
- b** ducts
- c** fireplace
- d** plumbing penetrations
- e** doors
- f** windows
- g** fans and vents
- h** electrical outlets



## Plan for Long-Term Energy-Efficiency Improvements

- i** Check to see if the attic and basement have the recommended amount of insulation.
- j** Check the heating system and replace old, outdated appliances with high-efficiency natural gas models. When buying appliances, compare energy efficiency ratings, annual operating costs and look for products that have earned the ENERGY STAR® label.
- k** Install storm or thermal windows and doors. A less expensive alternative is plastic sheeting, which can be temporarily fastened over doors and windows to prevent drafts and retain heat.

## Use Energy Wisely

- 1** Set thermostats between 65° and 70°, and at 58° when away from the house for more than a few hours. Turning your thermostat back by 10% to 15% for eight hours each day can cut annual heating bills by 10% to 15%! This may not be advisable if you have frail, ill or elderly people or infants in your home.
- 2** Turn down thermostats automatically without sacrificing comfort by installing an automatic setback or programmable thermostat.
- 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.
- 6** Set water heater temperatures at 120° to cut water heating bills without sacrificing comfort.
- 7** Install water-flow restrictors in shower-heads and faucets.
- 8** Run washing machines and clothes 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.