



January 2015

EnergyLines

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Start Your Year Off Right – Get Organized with eBill

Make the switch to **eBill** to reduce clutter and get organized. eBill is an easy, convenient way to access your bills when you need them.

With **eBill**, you can:

- View 12 months worth of bills
- Receive helpful payment reminders before the due date
- Store past bills online for easy record-keeping

Visit rge.com to sign up today!

Easy Resolutions that Help You Manage Winter Energy Bills

Nothing beats a New Year's resolution that helps you manage winter energy bills and helps put some more money in your pocket. Here are five easy-to-do changes you can make today that will make a difference.

1. Anticipate your monthly RG&E bill by enrolling in our **Budget Billing service**. When you enroll, you'll know what your monthly amount is over 12 months.
2. Say yes to being energy smart by taking our **online Energy IQ Test**. Then say yes to savings by taking advantage of our energy efficiency rebates, and implement our low-cost and no-cost energy saving tips.
3. **Get smart about your energy supply by comparing and shopping**. You can purchase your energy supply from RG&E (at a variable rate) or one of many suppliers, also known as energy services companies or ESCOs. Learn more including questions to ask suppliers at rge.com and compare prices at newyorkpowertochoose.com. With any supplier you choose, RG&E will continue to deliver your energy safely and reliably.
4. Find out if you're eligible for **energy assistance** with a federal grant through the Home Energy Assistance Program (HEAP) and RG&E's Energy Assistance Program (EAP). If you're having trouble paying your RG&E bill, don't wait. Contact us right away at **1.877.266.3492**.

Resolve to save money with these low-cost, no-cost tips:

1. **Get rid of window drafts:** Latch all of your sashes, and close your curtains and lower blinds at night.
2. **Use less energy for lighting:** Turn off lights whenever you leave a room. When replacing burned-out light bulbs, do so with LED bulbs that are energy misers.
3. **Use less hot water to save on your energy and water usage:**
 - Wash your clothes in cold water instead of warm or hot water.
 - Take shorter showers. RG&E residential customers who heat their water with either RG&E natural gas or RG&E electricity, can get a **free energy-efficient showerhead and faucet aerator** by going to nyseg-rge.savingkit.com or by calling **1.877.560.6076**. (One per customer and only if you have not already received a free showerhead and faucet aerator from RG&E, NYSEG, New York State Energy Research and Development Authority or any other energy efficiency or energy assistance program.)



Learn more, including enrollment in our services and programs, and about energy supply choices by visiting rge.com (click on "Take Action to Manage Winter Bills").

This Year, Let Your Bills Pay Themselves!

With **Autopay**, you never have to lift a finger to pay your bill. It's just a few clicks to enroll, and we'll do the work from there – your payment will be made on time automatically each month! Visit rge.com to sign up today!



Project SHARE Heating Fund Opens for Grant Applications!

Starting January 5, 2015, the **Project SHARE Heating Fund** will be open and accepting applications for grants. It will remain open until funds are exhausted. The **Project SHARE Heating Fund** helps low-income customers, as well as active members of the military and veterans, who are facing energy emergencies.

To be eligible for a **Project SHARE Heating Fund** grant, the applicant must:

- Have an active RG&E account in their name; and
- Have an active disconnect notice; and
- Meet the HEAP income guideline, except: Active duty military members and well-discharged veterans may qualify regardless of income.

Applications for a grant must be made by the customer of record.

The maximum grant amount is \$350 and customers may apply once every 12 months.

The **Project SHARE Heating Fund** is administered by HeartShare Human Services of New York. Applications for grants must be submitted by an authorized intake agency or by calling HeartShare directly at **1.800.599.4327**. To find an intake agency in your area, call **1.844.579.5555** or visit heartshare.org.



Removing Snow and Ice Safely

Be safe as we head deeper into the winter season. Please keep the following tips in mind:

- When removing snow and ice from driveways and sidewalks, make sure you stay clear of electric and natural gas meters to avoid damaging them, inadvertently disrupting service or putting yourself in danger. Snow and ice can damage electric and natural gas meters, natural gas pipes and natural gas regulators, so never bury any of this equipment when shoveling, using a snowblower or plowing.
- When removing snow or ice from a roof, never let it fall on electric or natural gas meters or related equipment.
- Natural gas appliance chimneys and vents should be kept free of snow and ice to prevent the build-up of potentially-deadly carbon monoxide.

Generator Safety

When properly sized, installed and operated, 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 manufacturers' instructions for safe operation.**



Review these safety tips before using your generator.

- Operate your generator outdoors in a clean, dry, well-ventilated area and never indoors or in a garage.
- The generator must be properly grounded.
- After losing power, turn off the main circuit breaker or pull the main fuse block.
- All electrical connections must comply with the National Electric Code (NEC).
- Generators that are directly connected to existing wiring systems must use a double-pole, double-throw (DPDT) transfer switch.
- Do not overload a generator with too many appliances.
- Use properly-sized extension cords in good condition.
- You may be liable for damage or injury to people and property that may result from an improperly installed or operated emergency generator.

For our free, downloadable Emergency Generator Safety information sheet, visit rge.com, click on "Usage and Safety," then on "Electrical Safety" and then click on the "Generator Safety" icon.

