



EnergyLines

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Winter Safety and Heating Tips

Help Avoid Hypothermia

Cold weather can put us at risk of hypothermia, a dangerous condition caused by a lowering of body temperature. Symptoms include feeling very cold, tired and weak; shivering and confusion. To help avoid hypothermia:

- **Wear a hat** indoors, outdoors and even in bed. Half of our body heat is lost through the head and neck.
- **Dress and sleep in layers** to help insulate you. If you lower the thermostat at night, add layers of blankets, quilts, etc. to keep warm.
- **Eat and drink right.** Food is fuel for the body. Nutritious meals help keep your "body furnace" going. Avoid alcohol, as it speeds up the loss of body heat.
- **Know your medications** as some can increase your risk of hypothermia. Talk to your health care provider.

Consider Heating Safety

Have your heating system and chimney, flues and vents checked once a year by a professional and purchase a carbon monoxide (CO) detector for your home. (CO detectors are now required by state law in most residences.)

When using supplemental heat sources such as space heaters and fireplaces, always follow the manufacturer's instructions. For wood fireplaces, visit the U.S. Fire Administration's website at usfa.fema.gov.

Always ensure you are heating your home efficiently; compare your energy cost for the appliance or fireplace versus the cost to use your furnace or boiler.

Have a plan in place in case you lose your home heating source. Stay elsewhere until your heat is restored or use a supplemental heating source. **Never use a stove, oven or candles as a heat source.**

If you use a generator:

- Operate your generator outdoors in a clean, dry, well-ventilated area.
- 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, click on "Usage and Safety," "Electrical Safety" and then on "Generator Safety."



You Could Win a \$750 Gift Card!

Sign up for our paper-free *e-Bill* service by January 12 and you could win a \$750 Target GiftCard®.

Enroll in our free *e-Bill* service and:

- Enjoy the convenience and security of having your bill available online.
- Have the same information and look of your paper bill, and more: build access to 13 months of billing history and manage your account online.
- Simplify your life – no more paper, stamps or envelopes.

Combine *e-Bill* with RG&E's electronic funds transfer (EFT) and never miss a payment! When you enroll in *e-Bill* and EFT:

- We'll automatically deduct the RG&E amount due from your bank account 23 days after your bill has been generated.
- Once enrolled in EFT, your bill will show the date your payment will be deducted and "AUTOPAY" will be displayed in the "Amount Due" box.
- You can use *e-Bill* to view your bill, energy use and payment history.

To enroll in *e-Bill* or EFT, or to enter to win and for complete contest details, visit rge.com or call **1.800.743.2110**. Enrollment in *e-Bill* not required to enter contest.



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For complete contest details, visit rge.com.

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Removing Snow and Ice Safely

When you remove snow and ice from driveways and sidewalks, make sure you know where our meters are so you don't damage them, inadvertently disrupt service to your home or business, or put yourself in danger. Snow and ice can damage electricity and natural gas meters, natural gas pipes and natural gas regulators, so never bury them when you are shoveling, using a snowblower or plowing. When removing snow or ice from a roof, never let it fall on our meters or other equipment.

Natural gas appliance chimneys and vents should also be kept free of snow and ice to prevent carbon monoxide poisoning.

Be prepared if you smell natural gas. If you smell that distinctive odor – it's like the smell of rotten eggs – **get up, get out and call RG&E immediately from a neighbor's phone.** We'll respond quickly to make sure you and your family are safe.

If you are a RG&E natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us immediately at 1.800.743.1702.

Facing an Energy Emergency?

The **Home Energy Assistance Program (HEAP)** is a federal grant program that helps eligible households pay for energy costs, repairs and weatherization. In addition to regular HEAP, households may also be eligible for emergency HEAP benefits. The HEAP season opened November 16, 2011 and the emergency HEAP opens January 3, 2012. Both programs will close when funds are exhausted. To qualify for a HEAP grant, your household income must fall within HEAP guidelines listed below. For more information or to apply, visit 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	\$2,146
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 Energy Assistance Program (EAP)! EAP is designed to help eligible customers gain control of their energy bills. If a HEAP grant is applied directly to an active RG&E account you will automatically earn monthly bill credits.

If your HEAP is supplied to another fuel supplier, simply provide us with a copy of your award letter and you will also receive monthly bill credits. Mail a copy of your award letter to: RG&E, Energy Assistance Program, 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."

IF YOU ARE HAVING TROUBLE PAYING YOUR RG&E BILLS, don't wait, contact us immediately at **1.877.266.3492** – together we can work on a solution.



Energy Efficiency Programs Will Continue Through 2015

RG&E received approval from the New York State Public Service Commission to continue offering energy efficiency incentives and rebates through 2015.



Incentives are available for residential and nonresidential customers to encourage customers to reduce their energy use.

To view current incentives and rebates, visit rge.com/energyefficiencyprograms.

Season's Greetings

Wishing you and your family
a safe and happy holiday season.

