



June 2011

# EnergyLines

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## Use Energy Wisely This Summer

While longer days and warmer weather make us less dependent on energy for light and heat, there are still many opportunities to practice wise energy use this summer.

**Staying cool indoors >>** Have storm windows that you usually replace with screens? Consider which windows you actually open. Leaving some storm windows in place may keep rooms cooler, especially if you use air conditioning. Another “cool” technique is to close blinds and drapes during the day to block direct sunlight.

### Air conditioning tips:

- Set the thermostat no lower than 78 degrees – higher if you will be away from home.
- Keep curtains and furniture away from air intakes and vents.
- Avoid cooking, baking and other indoor heat-producing activities on hot days.
- Whenever possible, use fans instead of air conditioners.

Follow the manufacturer's recommendations to keep your air conditioner in tip-top shape.

### Fans:

- Attic fans, window fans, floor and table fans are all cost-effective ways to make your home more comfortable.
- Window fans tend to provide better ventilation than floor and table fans.
- Consider attic or “whole-house” fans as they are often the best choice to economically cool your home.

Talk with your appliance dealer or home center specialist to find the best fan for your home.



For more energy-wise tips, visit [rge.com](http://rge.com).

## 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 electronic funds transfer (EFT) service** by completing the form on the back of your bill payment stub or **enroll online** at [rge.com](http://rge.com). With EFT, 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 EFT 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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## Rethink. Recycle. Reward.

Unplug and recycle your second refrigerator or freezer! You get **\$30** and could save up to \$150 a year on your electricity bill. For a free pickup, call **1.877.691.0021**.

Visit [rge.com/energyefficiencyprograms](http://rge.com/energyefficiencyprograms) for more information and eligibility requirements. Other rebates and incentives are available for:

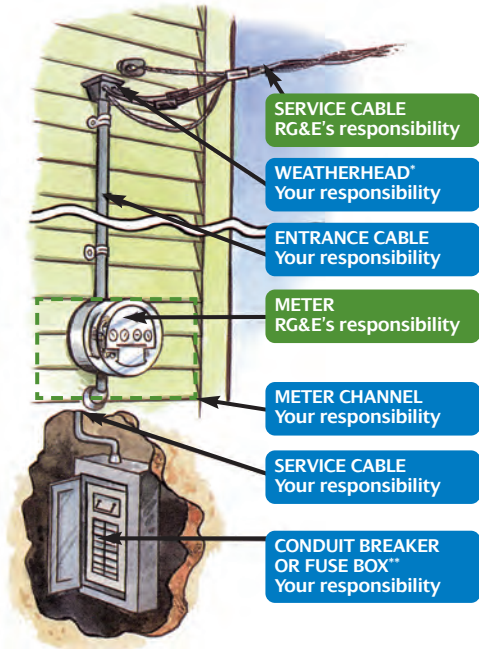
- Multi-Family Buildings
- Residential Natural Gas Customers
- Small Businesses
- Commercial, Industrial and Municipal Customers

# Who's Responsible for What

## Electricity Service

RG&E is responsible for the lines leading to the weatherhead and the meter. You are responsible for the wire and conduit from the weatherhead to the meter and from the meter into your home or business.

If your equipment is damaged, you will need to have a qualified electrician make repairs. Some locations may require your electrician to be licensed. Depending on the repairs needed, they may require an inspection by an approved agency prior to RG&E reconnecting service. Normally your electrician will coordinate this.



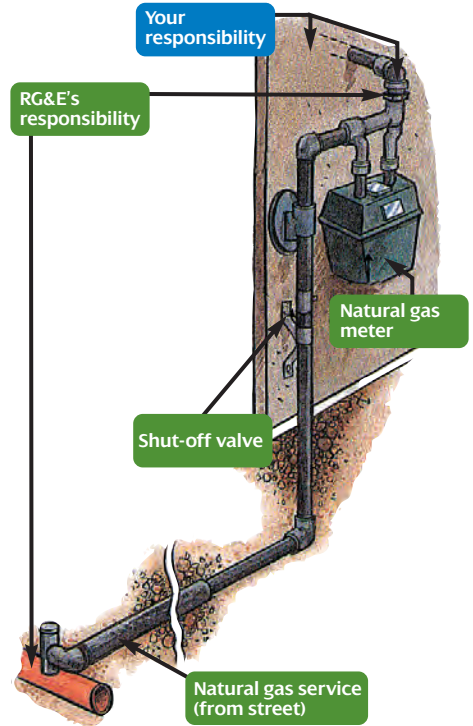
\* WEATHERHEAD (Service Head) - A type of conduit used to prevent entry of rain into the service entrance cable.

\*\* CONDUIT - Pipe, tube or tile for receiving and protecting electric wires.

**Stay away from downed power lines – even lines that appear “dead” can be deadly. Call us immediately at 1.800.743.1701.**

## Natural Gas Service

In most cases, if a problem exists in a natural gas service line or meter, it is RG&E's responsibility to fix it. All natural gas pipe from the meter into your home or business and inside your home or business, along with your natural gas appliances and equipment, are your responsibility.



**If you suspect a natural gas leak or carbon monoxide problem, GET UP, GET OUT and call us from a neighbor's phone at 1.800.743.1702. We'll respond quickly to make sure you and your family are safe.**

## Sometimes We May Need to Cut Back on Power Use

With heat and humidity driving up electricity use, there may be a rare occasion – in the summer – when the statewide demand for electricity outpaces the available supply. To protect the state's power delivery system in the event of inadequate supply, the New York Independent System Operator (NYISO) could require all utilities to take immediate action to reduce stress on the grid.

Steps to protect the system may include reducing voltage and calling on customers to reduce their use of electricity. While it's unlikely, as a final step to relieve stress on the grid, we could be directed to temporarily shut off electricity to selected areas for an hour at a time. As these “controlled interruptions” end in one area, they might then move on to other areas until the high demand for electricity passes.

We don't anticipate any shortages of electricity this summer. Even so, it's always a good idea to be prepared for power interruptions, regardless of their cause.