



November 2011

EnergyLines

Go paper-free – rge.com/online

You Could Win a \$750 Gift Card!

When you sign up for our electronic funds transfer (EFT) service you'll never miss a payment. Enroll by December 12, 2011 and you'll automatically be entered to win a \$750 Target GiftCard®.

How electronic funds transfer (EFT) works:

- 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.

Combine EFT with our paper-free e-Bill service and ...

- You can view and pay your RG&E bill online using a tablet computer, other smart device or computer.
- Enjoy the convenience and security of having your bill available online.
- Have the same information and look of your paper bill – but more: build access to 13 months billing history and gain the ability to manage your account online.
- Simplify your life – no more paper bill, stamps or envelopes.

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

Enroll today!



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For complete contest details, visit rge.com.

Go  paperfree
save time, save money

New Hours for Our Rochester Walk-In Offices

Beginning Monday, December 12, hours at our 89 East Avenue, Waring Road Plaza and 400 West Avenue offices will be Monday through Friday, 8:30 a.m. to 5 p.m. Our West Avenue office will also be open Saturdays from 9 a.m. to noon.

Save a trip and pay your RG&E bill anytime – our online services and self service phone line are available 24/7. Also 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 (click on "Your Account" and then on "Enroll in Electronic Funds Transfer"). Enroll today and you will automatically be entered for your chance to win a \$750 Target GiftCard!
- Go paper-free with our **e-Bill service**.
- Need to get money to us fast? For the fastest payment posting and processing, use our **e-Payment service** to make a secure electronic payment from your checking account while still receiving a paper bill. Pay online at rge.com or by calling our self service line at **1.800.295.7323** – no enrollment or login needed.



Oops!

Did you catch our error in last month's issue of *EnergyLines*? We reminded customers to change their clocks on November 6, but reversed the "Spring Ahead, Fall Back" rule. We hope that on November 6 you set your clocks **back** one hour and replaced your batteries in battery-operated smoke and carbon monoxide detectors to mark the end of Daylight Saving Time.

Do You Have a CO Detector? It's the Law!

Effective February 22, 2010, all New York state residences must have a carbon monoxide (CO) detector. Amanda's Law – named for a Buffalo teenager who died from CO – applies to all one and two-family homes, condominiums or cooperatives, and multiple dwellings where there are heating and cooking appliances, which could emit the deadly gas. CO detectors are also required in all dwellings with an attached garage. CO detectors must be hard-wired in new homes.

CO is a colorless, odorless gas that is a product of the incomplete combustion of natural gas, propane, fuel oil, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.

To protect yourself, have your heating system and chimney, flues and vents checked once a year by a professional and purchase a CO detector for your home.

To report a natural gas emergency, natural gas odor or suspected carbon monoxide problem, get up, get out and call us from a neighbor's phone at **1.800.743.1702** or **911**.



The National Fire Protection Association (NFPA) recommends CO alarms be installed in a central location outside each sleeping area and on every level of the home.

Facing an Energy Emergency? HEAP and EAP Can Help!

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 2011/2012 regular HEAP season opens November 16, 2011 and 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 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-Saving Tips for Your Holiday Lighting Displays

- Purchase new, energy-efficient lights. Miniature bulbs use less energy than larger bulbs and LEDs (light emitting diodes) use even less.
- Use a programmable timer to turn lighting displays on and off; unplug lights when you leave home or go to bed.
- Use lights and extension cords approved by Underwriters Laboratories Inc. (UL) or another recognized testing organization.
- Don't overload electrical circuits.
- Extension cords and lights used outdoors should be rated for outdoor use.

