



Helping those in need with the power of your dollars

Three ways you can give:

- 1 Through automatic giving – visit **rge.com** or call us at **1.800.743.2110**.
- 2 Add exactly **\$1, \$2 or \$5** to your next RG&E bill payment.
- 3 Send a check payable to the **Red Cross/RG&E Heating Fund** to:
Red Cross/RG&E Heating Fund – American Red Cross Greater Rochester Chapter, 50 Prince Street, Rochester, NY 14607.

The Red Cross/RG&E Heating Fund is a partnership between the American Red Cross Greater Rochester Chapter and RG&E, dating back to 1984. This fund, supported by our customers, employees, the company and the community, provides emergency financial assistance to those who are not eligible for government assistance programs such as HEAP.

For over 25 years, the Red Cross/RG&E Heating Fund has helped nearly 14,000 households by distributing grants totaling more than \$4.7 million.

If you haven't donated but are interested in helping your neighbors in need, please check out the three ways you can give at the left. If you've added a donation to your bill in the past, please accept our thanks. And please also consider the ease of automatic giving. By providing us with a set amount to deduct when you enroll, we'll include your donation in each bill and at the beginning of each year we'll provide you with a total of your tax-deductible contributions for your records.



Pay Your Bill Your Way

RG&E Now Offers Credit Card Payment Convenience

You can now pay your RG&E bill by credit card online. To learn more, visit **rge.com**, select "Your Account" then click on "Pay Your Bill" and then on "Payments Options."

We also offer other bill-paying options. You can:

- >> Authorize RG&E to make an online e-Payment electronically and still continue to receive a paper bill.
- >> Go completely paper-free with RG&E's e-Bill service: schedule automatic payments, view and pay your bill and manage multiple accounts.
- >> Call our automated service line 24 hours a day at **1.800.295.7323** and pay by phone using your checking account or credit card.
- >> Enroll in RG&E's Electronic Funds Transfer service to have your bill payment automatically deducted from your checking account.

Or mail your payment to us, pay at one of our pay agents (banks, grocery stores or other local businesses) or bring your payment to our offices.



Simple Ways to Save Energy This Winter

- **Install energy-saving automatic set-back thermostats.** Set thermostats no higher than 70° and at 58° when you're away from the house for more than a few hours or in bed for the night. (This may not be advisable if you have frail, ill or elderly people or infants in your home.)
- **Replace incandescent light bulbs with compact fluorescent bulbs** that use up to 75% less energy and last up to 10 times as long. To learn more visit rge.com.
- When it's cold, **close curtains and blinds at night** to help hold the heat in.
- **Unplug power adaptors and chargers when you're not using them** – the same goes for microwave ovens, coffee makers and other appliances – many draw energy when not in use.
- **For low-cost and no-cost energy-saving tips**, visit rge.com and click on "Usage and Safety" and then on "Using Energy Wisely." The New York State Energy Research and Development Authority's getenergysmart.org Web site also offers valuable energy conservation information.
- **When shopping for new appliances**, look for the ENERGY STAR designation that indicates the most energy efficient models. Also look for yellow EnergyGuide labels that provide energy use and operating cost information for specific models.
- **Sign up for RG&E's Budget Billing** service and spread your utility costs evenly over 12 months. It's a great tool for planning your monthly budget because you'll know what your RG&E bill is going to be in advance. For more information or to sign up for Budget Billing, visit rge.com or call us at **1.800.743.2110**.



HEAP Now More Helpful

Home Energy Assistant Program (HEAP) grants have been increased by \$100.

And you can now apply for *two* emergency HEAP grants during the heating season. HEAP is a federal program that provides financial assistance for eligible households. Contact your county's Department of Social Services for information or to apply.



For more energy-wise tips, visit rge.com.

Stay Out of Hot Water!

Tap water that's too hot is a leading cause of burns for small children. If you have small children or elderly or disabled persons in your home, you may wish to lower your water heater temperature to 120° Fahrenheit. In addition to providing safety from scalding, reducing the temperature is another way to manage your energy costs. Please refer to your water heater owner's manual for more details.



Replace Your Furnace Filter

You should replace or clean your furnace filter(s) once a month during the heating season. This is a quick, easy job every homeowner or tenant can do. A new filter makes your furnace more energy efficient and saves energy dollars, too.

Part of RG&E's commitment to the environment ...
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