

## *Helping those in need with the power of your dollars*

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 seasonal fund provides emergency financial assistance to those who are not eligible for government assistance programs such as HEAP.

In the past 24 years, the Red Cross/RG&E Heating Fund has helped nearly 13,500 households by distributing grants totaling more than \$4.5 million. The American Red Cross Greater Rochester Chapter administers this program, funded by our customers, employees, shareholders and the community.

New this year, the Red Cross/RG&E Heating Fund is enhancing its current program to include families of income-eligible, active duty members of the military in need of emergency energy assistance.

We thank the American Red Cross Greater Rochester Chapter for administering this valuable community resource for almost a quarter of a century. And thanks to you, our customers for contributing to the Red Cross/RG&E Heating Fund over the years. Your generous support has warmed the hearts and homes of our neighbors in need.



### 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.

## Pay Your Bill Your Way

We offer you a variety of ways to pay your bill. Besides mailing your payment to us, paying at one of our pay agents (banks, grocery stores or other local businesses) or dropping your payment off at one of our offices, we also offer the convenience of online, telephone and electronic funds transfer bill payment.

### You can pay your bill online at **rge.com** two ways:

- >> Authorize RG&E to make an online e-Payment electronically and still continue to receive a paper bill.
- >> Go completely paper-free by enrolling in RG&E's e-Bill service. You'll be able to schedule automatic payments or view and pay your bill at your convenience, and manage multiple accounts.

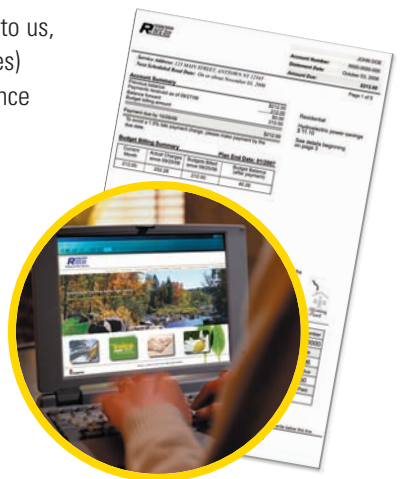
### You can pay by phone:

- >> Have your account number handy and call our automated service line 24 hours a day at **1.800.743.2110**.

### You can also enroll in RG&E's electronic funds transfer (EFT) service:

- >> Have your bill payment automatically deducted from your checking account while still receiving a paper bill. Just fill out the form on the back of your bill payment stub or print the form at **rge.com**.

**If you are having trouble paying your RG&E bills don't wait, contact us immediately at 1.877.266.3492.**





## Weathering Winter Storm Emergencies

Interruptions to your electricity service in the winter pose unique challenges. Here are a few safety tips:

- Stay far away – and tell others to stay away – from downed wires. Even lines that appear “dead” can be deadly. Call us immediately at **1.800.743.1701** to report downed power lines.
- NEVER use a natural gas oven for heating or charcoal indoors for cooking or heating. In either case, carbon monoxide poisoning could occur.
- Using a generator? Operate it outdoors, in a clean, well-ventilated area, and read the owners’ manual before using.
- Hypothermia, caused by exposure to cold, lowers your body temperature and can seriously threaten your health. Infants and the elderly are especially at risk. Warning signs of hypothermia include slurred speech, drowsiness, and disorientation. To avoid hypothermia, wear layers of dry clothes and a hat. Use blankets.

# Your safety matters to us

>> Learn about the following topics and more at [rge.com](http://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 degrees 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.



## Prevent Carbon Monoxide Poisoning; Call Us if You Smell Natural Gas

1. Carbon monoxide (CO) is a colorless, odorless gas that is a product of the incomplete burning of natural gas, propane, gasoline, 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.**
2. 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 an RG&E natural gas customer and need to report a natural gas emergency or suspect a carbon monoxide problem, call us at **1.800.743.1702** or call **911**.**



*Part of RG&E’s commitment to the environment ...*  
printed with soy ink on recycled paper.