



Be Prepared for Summer Storms

Rest assured, when a storm strikes, RG&E is ready to respond and restore power. You should be prepared, too. Here are a few tips:

- Have flashlights, a battery-operated radio or television, and fresh batteries handy.
- Have a working telephone. *Note: Cordless and digital phones may not work during a power interruption; it's best to have at least one corded phone in your home.*
- Store adequate supplies of water and non-perishable food.
- Use surge protection. If you do not have surge protection, unplug sensitive electronic equipment – televisions, microwave ovens, VCRs and computers – that could be damaged by lightning or power surges.
- If you have a garage door opener, know how to manually open the door.
- If you or a member of your household relies on life-sustaining equipment, don't wait! **Contact us now at 1.800.743.2110.** We'll keep you updated on power restoration efforts if the duration of the outage extends beyond 24 hours, and notify you before any planned interruption of your electricity service for maintenance.

If Your Power Is Interrupted:

- Check with your neighbors to see if their power is out. If it isn't, double check your own circuit breakers or fuse box. To report an outage, call us at **1.800.743.1701** or visit **rge.com** and click on "Outage Central" – if you have access to the Internet during a power outage (using a laptop or from another location).
- Listen to a battery-powered radio for updates.
- Turn off or unplug major appliances and sensitive electronic equipment.
- Leave a light turned on so you will know when power is restored.
- Avoid "peeking" into your refrigerator or freezer to help extend the length of time food will keep.

Two Life-Saving Safety Tips:

- 1. Stay Away From Downed Power Lines**
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 any downed lines.
- 2. NEVER Enter a Flooded Basement**
If flooding of your home or business is about to occur or has already occurred, call us immediately to turn off services.

>> **For more information,** visit **rge.com** and click on Outage Central. There you can report an outage, view real-time list of streets with outages and other storm tips and safety information – including our *Weathering Storm Emergencies* brochure.

ACT NOW and Save with Natural Gas!

GET CONNECTED >> Consider converting to RG&E natural gas for a fuel that is efficient, cost effective, environmentally friendly and safe.

- >> The price of RG&E natural gas has remained relatively stable through the last 12 months compared to heating oil and propane. **A typical heating customer in Upstate New York would have saved up to \$900 last year by using natural gas instead of oil. And a typical propane customer would have saved up to \$1,400.***
- >> **If you switch to natural gas heat and you are 100 feet or less from a RG&E natural gas main, RG&E will install your service for free!** Plus with **rebates of up to \$500** available from RG&E if you convert to natural gas heat, there's never been a better time to switch.



SEE FOR YOURSELF >> Use our fuel comparison calculator by clicking on the "save with natural gas" icon at **rge.com**. The easy-to-use calculator allows you to compare the cost of either oil or propane with more energy-efficient natural gas in **three simple steps**.

- >> Visit **rge.com** for complete details on the advantages of converting to natural gas.

* Savings are based on average home using 1,012 therms per year and a natural gas price of \$1.41 per therm. Your savings may vary.



Create Your Own Backyard Oasis

The magic of natural gas appliances can help you create the perfect outdoor living space. From grills and outdoor fireplaces to pool, spa and deck heaters, natural gas will help you keep the summer fun going well into fall.

Always available when you need it and less expensive than propane, natural gas is the perfect energy choice for your outdoor appliances. Environmentally friendly, natural gas is the cleanest burning of all fossil fuels. Additionally, more than 90% of our natural gas is from North America, including wells right here in New York.



Visit your local home remodeling center or appliance retailer today and see all of the great natural gas appliances that are available for outdoor living.

- >> For more information visit **rge.com** and click on the "save with natural gas" icon.



Use Energy Wisely This Summer

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

Staying cool indoors >> If you have storm windows that you remove and replace with screens for the summer, consider which windows you actually open. Leaving some storm windows in place may save you work in the fall and help keep rooms cooler, especially if you use air conditioning. Another “cool” technique is to close blinds and drapes to block direct sunlight.

Tips for using your air conditioner:

- >> Set the thermostat no lower than 78 degrees; close windows and exterior doors.
- >> Keep curtains and furniture away from air intakes and vents.
- >> Avoid cooking, baking and other indoor heat-producing activities on hot days.
- >> On moderately hot days, use fans instead of air conditioners.

Follow the manufacturer’s recommendations to ensure that your air conditioner stays in tip-top shape and runs efficiently.

Electric fans >> Fans can be an economical way to make your home more comfortable. Attic fans, window fans, floor and table fans are all cost-effective.

Window fans give better ventilation than portable fans, but attic or “whole-house” fans are often the best choice. Talk with your appliance dealer or home center specialist to find the fan best suited to your home.



Even Out Your Energy Costs

RG&E’s Budget Billing service lets you 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**.

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.

Please Don’t Post Notices on Utility Poles

For the safety of RG&E crews, we ask you not to attach notices or other materials to utility poles. Additionally, remnants of these signs from long-forgotten activities become eyesores, litter and potential traffic hazards.

Kites and Power Lines DO NOT MIX!

If your kite drifts near a power line let go of it. Never try to retrieve a kite caught in a power line or in a tree near a power line. Visit us online at rge.com and click on “Giving Back” then “In the Schools.”





Tree Trimming

When we need to cut trees or tree limbs during post-storm power restoration, we need to leave the trimmed materials behind, so we can focus on quickly restoring service. We apologize for the inconvenience, and appreciate your understanding as we work to restore service. During any regular trimming, we do remove the cut materials.



How We Go About Restoring Power

Our first priority in responding to a power interruption is ensuring your safety. In the case of a widespread interruption of service, we first repair our main facilities (transmission lines and substations) that bring electricity to your neighborhood. Next, we work on our local electricity delivery system that includes the poles and power lines along streets and roads. As part of this process, we take into account the needs of facilities such as hospitals, nursing homes, and fire and police stations. We also focus on our customers who depend on electrically-operated, life-sustaining equipment. This is a time-proven process that ensures we restore your service safely and as quickly and efficiently as possible.

For Emergencies, Call RG&E. Need Service? Call a Contractor.

Remember, for natural gas or carbon monoxide emergencies, call RG&E anytime at **1.800.743.1702**. For all non-emergency natural gas services such as those listed below, contact trained, **certified** equipment and appliance professionals who can help you.

- Furnace problems, low or no heat
- Stove and/or oven problems
- Second opinions on recommended work
- Safety inspections
- Dryer problems
- No hot water
- Heating, air conditioning or appliance repair

Be Safe When Using Generators

- 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 "Safety Information") or call us at **1.585.771.2163**.



Part of RG&E's commitment to the environment ...
printed with soy ink on recycled paper, using 100% renewable wind energy.

