

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 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 26 years, the Red Cross/RG&E Heating Fund has helped nearly 16,000 households by distributing grants totaling more than \$5.3 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 right. If you have donated, whether one time or through automatic giving, please accept our thanks.



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



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, visit rge.com (click on "Your Account," then on "Pay Your Bill"), or call us at **1.800.743.2110**.

>> If you are having trouble paying your RG&E bills, **contact us right away at 1.877.266.3492**. The sooner you do, the sooner we can work on a solution together.





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.



Daylight-Saving Time Begins Sunday, March 14.

When setting clocks ahead, don't forget to replace batteries in battery-operated smoke alarms and carbon monoxide detectors.



Be Prepared for Winter Storms

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 and fresh batteries handy.
- Have a working corded telephone. Cordless and digital phones may not work during a power interruption.
- Store adequate supplies of water and non-perishable food.

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. Then call us at **1.800.743.1701**.
- Listen to a battery-powered radio for updates.
- 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.
- Use a flashlight as a light source. If you use candles, always keep them within your sight and away from children, pets and anything that could catch fire.
- *Never use a candle or a natural gas or propane range to heat your home.*
- If you have Internet access (from another location such as your office or a family member's home) you can report an outage and get updated information at **rge.com**.

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 downed power lines.

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.

Responsible for Rental Property?

At **rge.com**, we have information about programs, services and online forms that make managing your rental properties easier and can save you money. To learn more visit **rge.com**, click on "Your Business," on "Services" and then on "Rental Property Services."



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