



November 2010

# EnergyLines

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## Calling During Busy Times? Try Our New Call Back Service!

We've implemented a call back service for our toll-free customer service telephone numbers. This service will engage during busy phone times when we have many customers waiting to speak with us. It allows you to provide a call back number, hang up the phone and have us call YOU back when the next representative is available.



When we return your call, you'll hear a recorded message telling you this is the call back you requested. Just follow the prompts to talk with the next available customer service representative.

*If you miss our first call back – don't call us, we'll call you!* We'll try again in about five minutes – in fact, we'll make three attempts to reach you in case we get your voicemail, a busy signal or no answer. If we call back and you don't need to speak with us, cancel the call by pressing 9 when you answer the phone. Please don't hang up on our call back without responding to the prompts as our system will try to call you again.

## 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 2010/2011 HEAP season opens November 1 and closes when funds are exhausted. To qualify for a HEAP grant, your household income must fall within HEAP guidelines (at right). For more information or to apply, visit [otda.ny.gov/main/programs/heap](http://otda.ny.gov/main/programs/heap) or contact your county's Department of Social Services.

**With HEAP comes EAP – RG&E's Energy Assistance Program!** RG&E's **Energy Assistance Program (EAP)** is designed to help eligible customers gain control of their energy bills. The program has two levels of assistance: EAP Basic Benefit (monthly bill credit) and EAP Limited Benefit (arrear forgiveness).

Space in the arrears forgiveness benefit is limited. Applications will be sent to qualified customers as openings become available.

EAP monthly bill credits are available automatically to any customer who has a HEAP grant applied directly to an active RG&E account or to another fuel vendor. (If HEAP is supplied to another fuel vendor you must provide us with a copy of your HEAP award letter.)

**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.

### Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,129
2	\$2,784
3	\$3,439
4	\$4,094
5	\$4,749
6	\$5,404
7	\$5,527
8	\$5,650
9	\$5,773
10	\$5,896
11	\$6,029

### PREVENT carbon monoxide POISONING



**Carbon monoxide (CO) is a colorless, odorless gas that is a product of 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.



## Be Prepared for Winter Storms

When a storm strikes, RG&E is ready to respond and restore power. You should be prepared, too.



Stay away from downed power lines and tell others to stay away. 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**.

### 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. Call us at **1.800.743.1701** to report a power interruption.
- 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, keep them within your sight and away from children, pets and anything that could catch fire.
- If you have Internet access (from a laptop, other device, or another location) you can report an outage and get updated information at **rge.com** by clicking on the “Outage Central” tab.

## 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 other recognized testing organizations.
- Don't overload electrical circuits.
- Extension cords and lights used outdoors should be rated for outdoor use.



## Give the Gift of Energy

Available in \$25, \$50 or \$100 amounts, Gift of Energy cards are available to pay RG&E energy bills. With no expiration date, these cards can be redeemed at any RG&E customer service office or can be mailed to RG&E with a bill payment stub. (They are not accepted online or at pay agent locations such as grocery stores). You can purchase a gift card by visiting one of our RG&E offices or by sending in our order form available at **rge.com** (click on “Your Account,” then on “Pay Your Bill” and then on “Payment Options”).

