



September 2010

EnergyLines

Go  paperfree
save time, save money
rge.com/online

Billing and Payment Options For Your Convenience

Need to get money to us fast?

>> **Make an electronic payment by phone or at rge.com** – For the fastest payment posting and processing, make an electronic check payment anytime using our e-Payment service at rge.com or by calling our self service line at **1.800.295.7323**. *There is no charge for this service.*

Allow three days for processing if you choose these services:

>> **Paper-free with e-Bill** – View and pay bills online, building up to 13 months of billing history and manage multiple accounts.

>> **In person** – Pay at one of our pay agents (Walmart, supermarkets and other businesses) or our office locations. *Some pay agents charge a convenience fee for this service; visit rge.com/online to learn more.*

>> **By mail** – Use the envelope enclosed with your bill; pay by check or money order. *Be sure to place a stamp on the payment envelope, sign your check and write the account number on your check or money order.*

>> **By credit card** – Visa, MasterCard and Discover are accepted; you can pay online at rge.com (click on “Your Account,” then on “Pay Your Bill,” then “Payment Options”). Or by calling **1.877.266.3492**, Monday through Friday, 7 a.m. to 7 p.m. *Our payment vendor will charge a convenience fee for this service.*

Don't worry about missing payments or late fees with Electronic Funds Transfer (EFT).

>> Avoid termination notices; save time, money and never pay a late fee by enrolling in **EFT**. Simply complete the form on the back of your bill payment stub or the automated form at rge.com (click on “Your Account” and then on “Enroll in Electronic Funds Transfer”). Once enrolled, we'll deduct the amount due from your checking account. *There is no charge for this service.*



It Will Pay to Prepare Now for the Heating Season

Now is the time to make plans for winter heating. Here's what you can do to manage your energy bills:

- >> To get started on using energy wisely, conduct a home energy audit. For information on professional and do-it-yourself energy audits, visit energysavers.gov.
- >> 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.
- >> Install energy-saving automatic set-back thermostats.
- >> Replace incandescent light bulbs with compact fluorescent bulbs that use up to 75% less energy and last up to 10 times as long.
- >> 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**.



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



*Smell
rotten
eggs?*

Using Your Senses

A natural gas leak is usually recognized by smell, sight or sound.

SMELL >> Natural gas is colorless and odorless. For your safety, a distinctive odor, similar to rotten eggs, is added. Note: Not all transmission lines are odorized.

SIGHT >> You may see a white cloud, mist, fog, bubbles in standing water or blowing dust. You may also see vegetation that appears to be dead or dying for no apparent reason.

SOUND >> You may hear an unusual noise like roaring, hissing or whistling.

Suspect a Natural Gas Leak Or Carbon Monoxide Problem?

GET UP, GET OUT and call us from a neighbor's phone at 1.800.743.1702. We'll respond quickly to make sure you and your family are safe.

- DO NOT smoke or operate electrical switches or appliances. They may produce a spark that might ignite the natural gas and cause an explosion.
- DO NOT assume someone else will report the condition.
- Provide the exact location, including cross streets.
- Let us know if sewer construction or digging activities are going on.

Prevent Carbon Monoxide Poisoning; Ensure Your Heating System Is Safe

With the heating season right around the corner, here are three important safety tips for you to remember:

- 1.** Carbon monoxide (CO) is a colorless, odorless gas that is a product of the incomplete burning 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.**
- 2.** Leave natural gas appliance installation to the professionals. Only professional plumbing and heating contractors or appliance installers should install natural gas lines, change appliance connectors or check service lines running from the natural gas meter to your appliances.
- 3.** Studies have linked corrugated stainless steel tubing (CSST) sometimes used for natural gas with the risk of fire due to lightning strikes. Proper bonding and grounding can reduce this risk. Consider asking the professional checking your heating system about this.



>> To find a contractor or appliance installer, check your telephone directory or visit the New York State Attorney General's Web page, nyknowyourcontractor.com for tips.

Energy Resources and Services for Educators, Parents and Kids

Energy resources and services are only a click away at rge.com – click on "Giving Back" and then on "In the Schools." There you'll find materials on energy-related topics and resources including our:

- >> Grrrr the Natural Gas Safety Bear coloring book and Watts the Wizard safety posters to print and color.
- >> Information about the power of electricity, through our interactive Electric Universe and Energy Underground sections.

