



EnergyLines

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Simple Steps to Prepare for Winter

You can manage your winter energy bills:

- Enroll in our **Budget Billing service** to keep your RG&E bill steady over 12 months. When you enroll, you'll be able to anticipate your monthly payment.
- Save money by taking advantage of our **energy efficiency programs** offering rebates, low-cost and no-cost energy saving tips.
- **Compare and shop for your energy supply.** You can purchase your energy supply from RG&E (at a variable rate) or one of many suppliers, also known as energy services companies or ESCOs. Learn more including questions to ask suppliers at rge.com and compare prices at newyorkpowertochoose.com. With any supplier you choose, RG&E will continue to deliver your energy safely and reliably.



Save money using low-cost, no-cost tips:

- **Use efficient lighting:** Decorate for the holidays by using LED holiday lights, which use less energy and last longer than older incandescent lighting. For all your other lighting needs, switch from traditional light bulbs to compact fluorescent ones or LEDs, and switch off lights when not in use.
- **Set the thermostat between 65° and 70° and 58°** when planning to be away from home or at bedtime. Keep the temperature higher if an infant, ill or elderly person is present.
- **Take control of appliances that automatically consume energy:** Refrigerators use energy automatically, but you can take steps to reduce its energy use by making sure the refrigerator is kept at 36° to 38° and the freezer at 0° to 5°. Defrost if you have more than ¼ inch of frost buildup.



Learn more, including enrollment in our services and programs, and about energy supply choices by visiting rge.com and click on "Take Action to Manage Winter Bills."

If you're having trouble paying your RG&E bill, don't wait. Contact us right away at **1.877.266.3492**.

Facing an Energy Emergency? HEAP and EAP Can Help!

The Home Energy Assistance Program (HEAP) provides assistance to income eligible households with energy bills, repairs and weatherization. Households may receive one regular HEAP benefit per season and may also be eligible for emergency HEAP benefits. **Act now! The 2014-2015 HEAP season opened November 17, 2014 and closes when funds are exhausted. Emergency HEAP is scheduled to open on January 2, 2015 and closes March 16, 2015 or when funds are exhausted.** Your county's Department of Social Services will accept applications on or after those dates. For more information, visit otda.ny.gov/main/programs/heap.

Income Eligibility Guidelines for HEAP

Household Size	Monthly Income (gross)
1	\$2,194
2	\$2,869
3	\$3,544
4	\$4,219
5	\$4,894
6	\$5,569
7	\$5,696
8	\$5,822
9	\$5,949
10	\$6,076
11	\$6,534



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 (arrears forgiveness).

EAP monthly bill credits are available automatically to customers with a HEAP grant on an active RG&E account. (If HEAP is supplied to an account with another fuel vendor you must provide a copy of your HEAP award letter to the Energy Assistance Program, RG&E, 89 East Avenue, Rochester, NY 14649-0001. Or fax it to: **585.771.6383**.) For more information, please visit rge.com, click on "Your Account" and then on "Energy Assistance: HEAP and EAP Can Help."



Enjoy the Gift of Convenience

Our billing and payment options are designed to meet your needs and offer simplicity and convenience.

With **eBill**, you can view your bill online anytime, anywhere! It's easy to access your past bills for your records. Plus we'll send you helpful reminders before your payment is due.

With **Autopay**, your bill will be paid on time automatically without lifting a finger. You'll never have to worry about missing a payment. **And you'll be entered to win a \$100 bill credit!**

Visit **rge.com** today to enjoy convenience all year long!

We're Ready and We Want You to be Ready, Too!

We work around the clock to respond quickly to any electrical emergency. You need to be prepared, too. We offer the following safety tips:

- Have an annual check of heating systems, chimneys and flues by a professional to identify any issues that could lead to carbon monoxide poisoning.
- Use carbon monoxide detectors.
- Emergency generators can be dangerous. If you use one, carefully follow the manufacturer's instructions. Never run an emergency generator indoors or even in a garage; operate generators only outdoors in well-ventilated areas.
- Never use a natural gas or propane range to heat your home.
- Never use a grill, hibachi, lantern or portable camping stove indoors.
- Make sure your electric stovetops and/or ovens are off when not in use.
- Keep electric and kerosene space heaters away from anything flammable. And be sure the use of kerosene heaters is not prohibited by local law.
- Anyone who uses life-sustaining equipment that operates on electricity should contact us right away.
- Keep flashlights, a battery-powered radio or TV and fresh batteries handy.
- Have at least one telephone that is not dependent on electricity. (Cordless phones won't work during a power interruption.)
- Keep a supply of non-perishable food and bottled water on hand.
- Make sure cell phone batteries are fully charged.

Learn more about how you can be ready by visiting "Outage Central" at **rge.com**. You can also download a copy of our FREE "Weathering Storm Emergencies" information sheet by going to **rge.com**, clicking on "Your Home" and then on the "Energy Library – Quick Links."



Prevent Carbon Monoxide Poisoning

Carbon monoxide (CO) is a colorless, odorless gas that is a product of the 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. To report a natural gas emergency, natural gas odor or suspected carbon monoxide problem, RG&E customers should call **1.800.743.1702** or **911**.



Under New York State law (Amanda's Law) all residences must have a carbon monoxide (CO) detector. The National Fire Protection Association recommends CO detectors be installed in a central location outside each sleeping area and on every level of the home.



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