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Published by the Rochester Gas & Electric Corp.

February 6, 1974

# RG&E consumer news



## Save Energy When Cooking

By Miss Anne S. Fenstermacher  
Staff Assistant-Consumer Affairs

**Question:** I understand that cooking with small electric appliances uses less energy than cooking with an electric range. Is this true?

**Answer:** A comparison of wattages show the following:

Appliance	Wattage
Electric Frypan*	- 1,196
Range** - 6" surface unit	- 1,450
Range - 8" surface unit	- 2,600
Range - oven heating elements (bake and broil units)	- 3,000 each

\* Based on national averages from the Edison Electric Institute

\*\*A leading national brand.

By strictly comparing wattages, it is apparent that the electric frypan uses less electricity than the various range units. However, some further explanation is needed.

An appliance's wattage rating indicates the maximum amount of electricity it uses when the unit is full on. It is difficult to make exact comparisons because for most cooking purposes you do not use the units at their maximum setting.

Let's use an example: you want to brown pork chops and then turn the unit down and let the chops finish cooking at a lower temperature. If you already have an electric frypan, there will be some saving of energy to use it instead of the range surface unit. The frypan is thermostatically controlled so it will cycle off and on to maintain a constant temperature.

RG&E's Home Service Department has another suggestion for those who are really interested in conserving energy when cooking. Where possible, cook an entire meal in the oven at the same time and temperature. The time and temperature on most casseroles, meat dishes and oven-baked vegetables can be adjusted so that several combinations can be baked simultaneously.

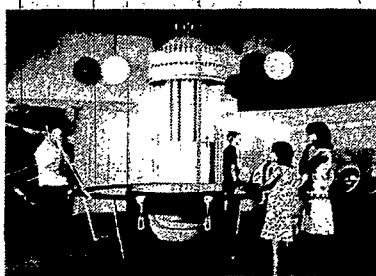
Both of the oven heating elements heat up in order to produce an even heat in the oven. The "bake" unit comes on at the full 3,000 watts, and the "broil" unit at half voltage equal to about 800 watts. Both units

cycle off and on to maintain the pre-set temperature. It is estimated that the heating elements are actually on less than half of the time and cycle off for the remaining time. The length of time depends on the temperature and the kind of food in the oven.

Oven meals save energy because only one unit, the oven, is used in place of two or three burners.

Using a small appliance rather than the range can save energy when you cook one food. Using the oven is preferable when you are preparing several foods and can cook them together. This kind of planning can save electrical energy!

### Visit RG&E's Brookwood Science Information Center



Lake Road  
Ontario, New York  
Open 10am - 4 pm  
Sunday - Thursday

## Learn How to Survive as a Consumer at RG&E's Information Center



Learn how to make shopping easier by visiting the Consumer Information Center.

Being a consumer in today's marketplace requires a great deal more sophistication than in the past. There are so many brands, models and sizes of everything that we are often beset by confusion when making a selection. Sometimes we are tempted to suspect that we are the victims of a devious world of business and industry.

Instead of thinking of ourselves as victims, however, we should take a look at what is being done for us and how we can use some of the consumer organizations to help ourselves. February's Consumer Information Center does just that. By visiting the Center, you will learn about consumer legislation and other consumer aides that exist today and how to use them.

For instance, did you know the Truth in Packaging Law requires that each item in a list of ingredients on a product package appear in order of predominance? With this information, you can better compare two or more brands of, say, soup. A chicken noodle soup, for example, which has the chicken listed after noodles will have a smaller proportion of chicken than one that lists chicken before noodles.

At the Center you will learn about many other consumer aides that you can use when you shop, such as unit pricing and open dating. You will learn about what is being done to help you in appliance stores, such as improved warranty protection and more detailed information labels on appliances. Information is also available regarding many of the avenues of help the consumer can use, if he has a special problem, such as the Better Business Bureau and the State Attorney General. A slide program at the Center graphically outlines the story of some of the problems that consumers have, what is being done to help them, and how they can help themselves.

Visit the Consumer Information Center any Monday through Friday from 8 A.M. to 5 P.M. to learn how you can survive as a consumer. If you have a special question, a member of the Home Service Department will be glad to help you.

## RG&E Storm Trouble Spotter Crews Hard at Work

Last Sunday's gale was a big one and caused a lot of damage to RG&E electric lines and other equipment. We had 4,500 calls and our crews — 54 of them — went out on 470 jobs. We welcomed the cooperation of our customers, particularly those in Greece and north Irondequoit where damage was greatest. We

### Home Service Department Receives Award

Recently Miss Verna Parmelee, Manager of RG&E's Home Service Department, received a MACAP Volunteer Award in recognition of the Home Service Department's "on the spot" technical assistance to customers who have issued complaints with MACAP regarding an appliance.

MACAP is the Major Appliance Consumer Action Panel, which was set up in 1970 and is sponsored by the Association of Home Appliance Manufacturers, the Gas Appliance Manufacturers Association, and the National Retail Merchants Association. MACAP is an independent consumer panel which serves as a direct communications channel between the consumer and the appliance manufacturer and retailer.

In addition to an award certificate, Miss Parmelee accepted a \$50 check on behalf of the Home Service Department. She and her Department in turn awarded the money to the new Consumer Education Center at 926 Clinton Avenue, North. Funded by the State, the Center is under the jurisdiction of the Rochester Board of Education. The Center used the money to purchase a tape recorder and educational material needed to help teach consumer and homemaking education.

thank you all; you made our crews' jobs easier.

Another important element in getting the job done was a new system of trouble spotting developed here at RG&E. Two-man crews roamed areas from which customer calls came inspecting for damage and dangerous situations. The crews were made up of an electric distribution engineer specially trained to evaluate storm damage, and a gas distribution representative with a radio car. Information about damage was radioed back to the line crew dispatcher. Where extreme hazards existed, the survey crew stayed nearby until the line crew arrived.

This new system enabled RG&E to send the right kind of crew, properly equipped, to each trouble spot to make the necessary repairs quickly. The crews are efficient and that's good business for us and good service for you. The next time you see these survey crews in your area during a storm, tell them whatever special information you have about the situation. Most of all, cooperate the way you did last Sunday, and we'll have things cleared up in no time at all.

### From the Home Service Department

## Clip and Save

This week's Clip-N-Save lists a few of the many consumer agencies together with the function they perform for you as a consumer. Place these numbers and addresses near your phone or in the front of your telephone book.

#### Major Appliance Consumer Action Panel (MACAP)

A group of independent consumer experts voicing the consumer's view at the highest levels of the major appliance industry. To seek the help of MACAP write:

MACAP  
20 North Wacker Drive  
Chicago, Illinois 60606  
(312) 236-3165

**Better Business Bureau** — They process complaints from consumers about poor service given by an individual or business.

Information — 546-6776  
Grievances and complaints — 454-5160

#### Consumer Affairs Clearing House (CACH)

Its purpose is to direct the consumer who is seeking help to the proper agency. 546-4070, 9:00-4:30, Monday-Friday.

#### FILL OUT AND RETURN THIS COUPON TO:

Dept. 34 Rochester Gas and Electric  
89 East Avenue, Rochester, N.Y. 14649

I would like more information on the following items:

Name \_\_\_\_\_ Phone \_\_\_\_\_  
Address \_\_\_\_\_ Zip Code \_\_\_\_\_