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# RG&E consumer news

## Gas Appliance Improvement Network Established



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The gas industry has launched a national program to find and correct any problems connected with the manufacture of gas appliances. This is how it works. A utility company serviceman doing a routine call, discovers an "out of the ordinary" problem that he feels the manufacturer is responsible for. He sends his report to the national Gas Appliance Improvement Network (GAIN) headquarters. From there the report is sent to a utility representative near the manufacturer who visits the manufacturer to explain and discuss the problem.

The GAIN program seeks to discover trends or patterns of problems with product design and safety — to spot them early so that manufacturers can find solutions, make the necessary changes and so notify their distributors and dealers. GAIN was established one year ago, and during its first six months of operation, it generated 2,000 reports which resulted in corrections by manufacturers.

The GAIN program is primarily concerned with the 30,000,000 gas appliances installed in the

past three years; however, unusual problems associated with gas appliances of any age can be reported.

What does all this mean to you? It should mean safer, more reliable gas appliances. If you have an appliance problem you first should contact your dealer or service agency. But, if you have a perpetual problem which might involve a fault in the design or manufacturer, you could bring this to the attention of RG&E's Gas Appliance Department. They may wish to investigate, and if the problem warrants it, make out a GAIN report.

## Home Owner's Seminar To Be Held Next Month

The annual Home Owner's Seminar, sponsored by the RG&E Residential Department, will be held this spring on April 17 and April 24. On both nights the Seminar will be held in the RG&E Auditorium at 89 East Avenue and will begin at 7:30 PM.

For over ten years these seminars have been helping thousands of owners of new homes and remodelers of older homes understand the importance of proper wiring, good heating and air conditioning systems, and what constitutes adequate insulation. This year the Seminar will stress energy-saving ideas. Ideas that could help save you money.

On Wednesday, April 17, the Seminar will feature House Wiring, Insulation, and Ventilation and Humidification. Heating and Air Conditioning will be the topic of the second Seminar, Wednesday, April 24. Representatives from the Residential Department will discuss Gas Heating and Air Conditioning and Electric Heat.

Refreshments will be served and a door prize will be awarded at both

sessions. There will be free parking for participants of the Seminar in the Company lot on Lawn Street behind the Main Office.

For your free tickets to the Seminar, fill in the coupon on this page and let us know how many you need and for which nights. [You may, of course, attend both sessions.] Or, you can receive tickets by calling the Residential Department 546-2700, and asking for extension 2751. Tickets are required for admission.

## Celebrate Spring With a Beautiful Drive to Brookwood

Have you discovered the Brookwood Science Information Center yet? It is located on Lake Road in Ontario, 16 miles east of Rochester.

At Brookwood, displays, films and staff members all tell the fascinating story of the production of energy so that all ages can enjoy it.

There is no price for admission, and there is plenty of free parking.

## Insulating your home: part 6 Controlling infiltration

Excessive infiltration of cold air into your home wastes heating energy. This cold air must be heated, and as it slips into your home through cracks, crevices, and loose windows, heated air escapes.



Weatherstripping around your doors and windows helps make your home comfortable all year.

From the Home Service Department

## Personalize Your Kitchen

Is it time for a change in your kitchen? Whether you plan to do a little rearranging or a major overhaul, there are a few basic steps to make your kitchen more functional.

Start by writing down all the things you do in your kitchen. From this list, organize your activities into work areas, centered around the three basic appliances - sink, range, and refrigerator. At this point the most important rule to keep in mind is the "first-use principle": store items where they are first and most often used.

The sink center, or clean-up center, is the area of greatest use in your kitchen. For that reason it is advisable to locate it between the range and refrigerator if at all possible. Leave plenty of counterspace on either side of the sink. Remembering the first use principle again, save places for dishwashing and cleaning supplies, food waste disposal, utensils which use water (teapot, coffee maker, double boiler, etc.), and foods which first require the addition of water such as canned soups, dried foods, cocoa.

The cooking center focuses around the range. It also needs much counter-space, at least two feet on each side of the range, for optimum working conditions. If you have a separate cooktop and wall oven, the oven does not necessarily have to be incorporated into this

center, as 80% of your cooking time is spent at the surface units.

A baking and mixing area should be centered around the refrigerator, or incorporated near the range center. It is ideal to have at least three feet of unbroken counterspace to work on. If next to the refrigerator, make sure the refrigerator door opens on the side towards the counter.

The key to greater maneuverability in your kitchen is to have things at hand when and where you need them. This may mean clever planning for a compact kitchen, or duplication of some items such as measuring cups and spoons in a large kitchen. For any type of kitchen, you can make your own work easier and more enjoyable with an insight into your own work habits and a rearranging to accommodate your style.

For advice and aid in modernizing your kitchen, please call the Home Service Department at 546-2700, extension 2617.

So your heating system works harder to maintain a comfortable temperature than if your home were tightly constructed. In the summer infiltration is a problem if you have air conditioning because hot air gets into your home and must be cooled.

In a newer home infiltration is not much of a problem if it is tightly constructed. However, as a house ages, it settles and shifts. That's when the trouble starts. Draughts are not always an indicator of infiltration, but if you feel one under a window or door, it's a pretty good clue.

Infiltration around doors and windows can be stopped with weatherstripping. Metal strips are the most permanent, although you can install felt or rubber strips more easily. Weatherstripping is available at hardware and building supply stores and is not expensive.

You may also have air leaks around the door and windows frames in your house. These can be filled with caulking compound, available at hardware and building supply stores. It is easy to apply with a caulking gun. Very large cracks can be filled with a patching material and then sealed with caulking compound.

If your home is very old, you may have windows that do not hang correctly in their frames. This is like having them partly open all the time. Fix them so they hang straight or put extra weatherstripping at the opening.

You may have air leaks around loose panes of glass. The putty holding them may be dried up. Scrape it off and apply fresh putty all the way around the pane. A coat or two of paint over the putty will keep it from drying again.

This month you can learn a lot about insulating your home at RG&E's Consumer Information Center. Come in and see what a difference proper insulation makes. The Center is located on the Main Floor of 89 East Avenue and is open during all regular office hours.

FILL OUT AND RETURN THIS COUPON TO: CJ-6  
 Dept. 34 Rochester Gas and Electric  
 89 East Avenue, Rochester, N.Y. 14649

I would like more information on the following items:

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