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# RG&E AND consumer news

October 15, 1975



## How to Verify A Service Representative Is From RG&E

By Anne S. Fenstermacher  
Staff Assistant-Consumer Affairs

RG&E personnel visit area residents for many reasons concerning gas and electric service. In some cases customers are expecting them; in other cases they are not. There are several ways you can verify that a service representative is from RG&E.

RG&E is aware that customers may be apprehensive. For this reason all RG&E personnel carry identification cards. The card contains a picture of the employee with his or her name and signature, and RG&E's full corporate name, Rochester Gas and Electric Corporation.

If the representative is at a solid door which you don't want to open, ask him to go around to a window or to another door which has a window. This way you will be able to see the identification card. You may want to take a further precaution. During the day you can ask the employee for the name of his or her department at RG&E and its extension number. Then you can call the department to verify that the representative is scheduled to visit your residence. After 5:00 PM it is still possible to get a verification because RG&E maintains 24-hour telephone

service, and evening personnel should be able to determine where representatives are scheduled to go. Again, ask the service representative for the proper extension number at RG&E and call that extension. The RG&E phone number for Rochester-Monroe County is 546-2700. In the Lake Shore, Genesee and Canandaigua/Finger Lakes Districts you will want to check your telephone directory.

Don't hesitate to use any of these means for verification — they are for your protection.

## Introducing Our New Hudson Avenue Office

On October 1, RG&E's office at 576 Joseph Avenue moved just a few blocks away to 723 Hudson Avenue. The new office is more spacious and will specialize in the services our consumers found at Joseph Avenue.

Both urban offices (the other is located in the Bull's Head Plaza) are staffed with customer service personnel who are qualified to give you the same personal assistance you would find at the Main Office without having to transport yourself downtown. You'll find help in matters of bill payments, special arrangements for the payment of bills, appliance service, applications for gas and electric service, and information in regard to your RG&E bill. Spanish-speaking representatives are located at the offices for your convenience.

When you stop by, don't forget to bring in any questions you have about heating, wiring, air conditioning, humidification, and dehumidification. If the staff members don't know the answers, they can get them for you, or they will make arrangements for you to meet with someone from RG&E's Residential Department.

You are invited to stop in any time at any of our offices. Store hours at the Hudson Avenue and Bull's Head offices are 9 AM to 6 PM Mondays through Fridays, and 9 AM to 1 PM on Saturdays; the Main Office at 89 East Avenue is open from 8 AM to 5 PM Mondays through Fridays.

## At the October Consumer Information Center The Heat Pump: Heating and Cooling System

October's Consumer Information Center features the heat pump, the most efficient electric heating system in use today. The heat pump is actually a heating and cooling system which transfers heat from outdoor air into your home in winter, and from your home to the outside in summer.

It's hard to believe, but outside air even at sub-zero temperatures contains heat that can be removed by a heat pump and circulated throughout your home. In summer the process is reversed to remove heat from your home and vent it outdoors, just as an air conditioner does. Reversal of the system can be

completely automatic, if so desired.

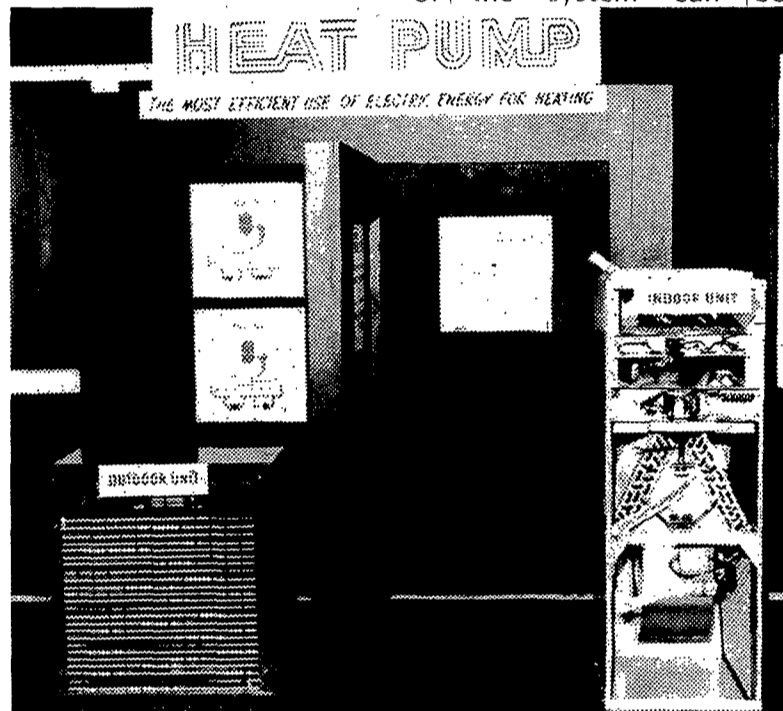
The heat pump also uses supplementary electric resistance heating coils during the heating cycle for two reasons. First, they supply heat when the unit is operating at temperatures below the balance point of the system, the lowest temperature at which the heat pump alone can handle the heating load. This is an outdoor temperature of approximately 25°F (-4°C\*). However, a properly designed heat pump for our area should continue to provide part of the heating need, even at temperatures below zero. The supplementary resistance heaters provide the balance of the heat required.

Second, there is a defrost system for removing moisture which collects and freezes on the outdoor coil. To melt frost buildup, the system is reversed to a cooling cycle which heats the coil. The supplemental heat is needed at this time to counteract the cooling effect of the cycle change. In addition, the resistance heaters can be used to supply all the heat required if the refrigeration part of the system should fail.

The initial cost of installing a heat pump system in your home may be slightly more than that for individual central heating and cooling systems. However, operating cost savings will help to off-set the higher first cost.

This is an attractive investment at a time when energy conservation is so important. For more information, fill out the coupon at the bottom of the page and send it in to us, or call RG&E's Residential Department at 546-2700, extension 2751.

\*Celsius



See the heat pump on display at the Consumer Information Center through October.

## An Important Notice to our Gas Customers

On February 1, 1975, RG&E's supply of natural gas was curtailed for an indefinite period of time by its supplier, Consolidated Gas Supply Corporation. Some of our customers were immediately affected because of a prior commitment to switch to an alternate fuel in the event that our supply was curtailed.

To protect the supply of gas for our remaining customers, we are denying service for new or additional load attachments of any size. Equipment which was operated prior to February 1, 1975 may be replaced if required. However, please do not connect any new or additional gas burning equipment or otherwise increase your consumption. Unfortunately the penalty for violation of the curtailment restrictions could be severe.

On the other hand, if your gas account remains inactive for twelve months or more, you'll have to forfeit entitlement to gas service during the curtailment. So be sure to discuss your plans with us before altering your present operations.

## Air Conditioner Care Can Save Energy In Cold Weather

The Major Appliance Consumer Action Panel (MACAP — a panel that analyzes consumer comments and complaints dealing with major appliances) has found that removing or covering "window" air conditioners will contribute to energy conservation.

By removing the unit from the window, the flow of cold outdoor air through and around the unit is blocked off.

For continued efficient use, the window air conditioner should be stored in a clean, dry place. This eliminates dirt, moisture, and rust accumulation. Be sure the unit itself is clean and dry before it is put away. If you cannot remove your air conditioner from the window, cover it with a heavy duty cover of the same size and shape to protect the unit and to decrease leakage of heat from room. It is always a good idea to clean the condenser part of the unit with the hose attachment of your vacuum cleaner at the end of the cooling season as well as the beginning.



Do you have an old china vase you think is valuable but aren't sure? Or perhaps you're wondering if the washstand that has been passed down from your great-grandparents can hold its own as an antique. Find out for sure on Saturday, October 25, at Heirloom Discovery Day!

A team of five internationally acclaimed experts from the world famous art auction house of Sotheby, Parke, Bernet will be at the Eisenhart Auditorium of the Rochester Museum and Science Center on Saturday, October 25, from 10 AM to 4 PM. For a fee of \$5 per item, they will give a verbal appraisal of articles in the fields of painting and prints, European and American furniture and decorative arts, Oriental works of art, and silver. Previous clinics across the country have appraised millions of dollars worth of treasures from household items people brought in out of curiosity or just on a whim.

Heirloom Discovery Day, sponsored by the Women's Council of the Rochester Museum and Science Center, is open to the public. Tickets for each item may be purchased on the day of the event at the door of the Eisenhart Auditorium, 657 East Avenue.

FILL OUT AND RETURN THIS COUPON TO: CJ-31  
Dept. 34 Rochester Gas and Electric  
89 East Avenue, Rochester, N.Y. 14649  
546-2700

I would like more information on the following items:

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