

March 17, 1976

# RG&E consumer news



## Appliance Operation When The Electricity Is Off

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The electric outages caused by the ice storm raised many questions which RG&E would like to answer about the operation of your home appliances. Keep this column for reference in case of another storm.

### Electric Appliances

**Q:** How long will my frozen food keep when the electricity is off?

**A:** Food in the freezer will stay frozen for 48 hours if you keep the freezer door closed, so do not keep opening the door to check on the food. The more food there is in the freezer the longer the temperature will remain low. If your food defrosts partially, you can refreeze foods other than ice cream. If food defrosts completely and is still refrigerator cold, keep it as long as you would keep fresh food, and then cook it and use it.

**Q:** What about food in the refrigerator?

**A:** Food in the refrigerator should be treated differently because you cannot be sure it will stay cold more than 6-8 hours after the electricity goes off. If possible, check the temperature of your refrigerator. If it is above 40° and if foods are warm, do not eat those which could spoil quickly such as milk, meat and eggs. Other foods and beverages such as bread, orange juice, fruits, vegetables and condiments could be placed in covered containers and put outside on a porch when the outside temperature is below 40°. If you are in doubt, it is better not to take a chance.

**Q:** The electricity just came back on, but our lights are dim. What does this mean?

**A:** You probably have a low voltage condition. Unplug all appliances with motors and report the condition to RG&E at 546-1100. Leave yourself a reminder of which appliances you unplugged, so you will remember to plug them in again when the low voltage condition is corrected.

### Gas Appliances

**Q:** My gas furnace isn't operating. What should I do?

**A:** Some gas furnaces will not operate without electricity but others will. Since there are so many different kinds of furnaces, it is difficult to give specific guidelines that will apply to everyone. Call the contractor who regularly services your heating equipment and ask what precautions you should

take. If you do have heat, watch the heating equipment and if it begins to overheat, call your contractor. If the contractor is unable to respond promptly, shut off the furnace manually if the overheating is excessive.

**Q:** I want to use my gas oven for heat because my furnace is off. Is this a safe practice?

**A:** No! Do not use your gas oven to try to heat your house. It is not designed to do this, and with all the house windows closed and the oven on for a long time, the oxygen in the room could be used up and carbon monoxide, a lethal gas, could be formed.

**Q:** We have a gas water heater and want to know if there is electricity connected to it. We want to take showers, but don't know whether the water will heat up again.

**A:** There is no electricity connected to a residential gas water heater, so it will recover any heated water you use when the electricity is off.

### Basement Flooding

**Q:** Our basement is flooded. What do we do about the appliances there?

**A:** Shut off your water heater, furnace and non-submersible type sump pump before the water reaches them. Call your regular service contractor for assistance in pumping out the basement and restarting the appliances. If the non-immersible sump pump goes under water it should be checked by a service representative before it is reconnected.

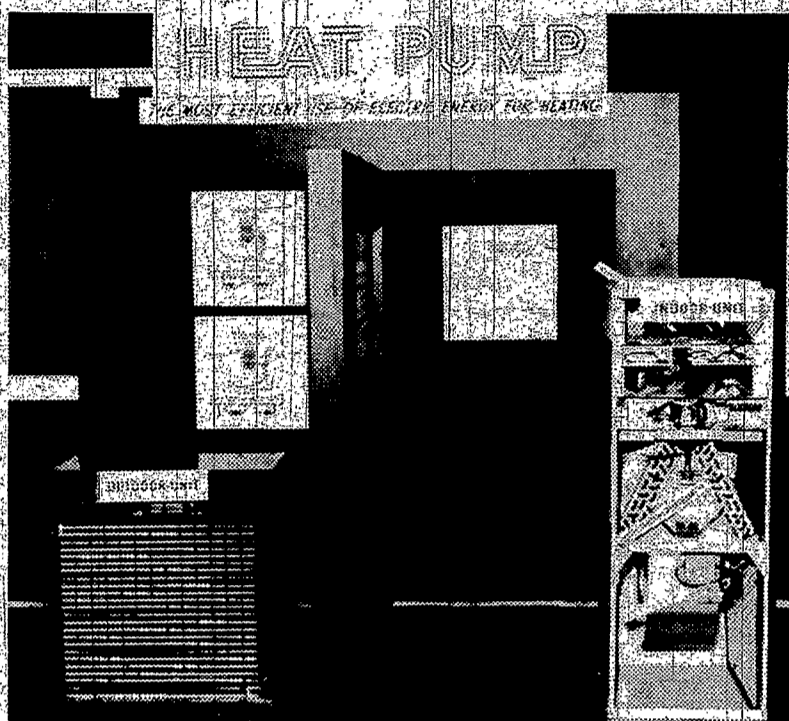
**RG&E will continue to keep you informed!**

## RG&E's Brookwood Science Information Center Open Sundays

The Brookwood Science Information Center is open to the public every Sunday from 10 AM to 4 PM. It is located approximately 24 miles east of midtown Rochester on Lake Road in Ontario, New York; there is no charge for admission and parking.

Group sessions may be arranged Mondays through Thursdays (evenings, too) by calling the Corporate Communications Department at RG&E, 546-2700, extension 2225.

## The Heat Pump Provides Maximum Return for Your Energy Dollar



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

See it at our Consumer Information Center

If you are going to be building a new home, constructing a sizable addition to your existing home, or if you need a new furnace and want to add air conditioning at the same time, you should consider the energy efficient heat pump.

The heat pump is the most efficient electric heating system in use today. In principle, it is an air conditioner that works both ways. Heat is removed from your home and transferred to the outside in the summer and drawn from the outside and transferred into your home in the winter.

### Efficient and Economical

The great advantage of a properly sized and installed heat pump lies in the ratio between heat output and the equivalent heat (or electric) input. For every Btu of electric energy spent for operation, you gain approximately 1.8 Btus of heat in return. That's a good return for your energy dollar.

### Installation

The initial cost of properly installing a heat pump system in your home is more than that for conventional combination central heating and cooling systems. However, operating cost savings over the life of the equipment will off-set the higher first cost.

RG&E is featuring the heat pump this month at the Consumer Information Center, main floor, 89 East Avenue. Come in and see our display model of the heat pump and pick up a copy of our booklet "The Heat Pump Story" or fill out the coupon below and return it to RG&E.

## Easter Seal Telethon March 27 To Help Area Handicapped

This year, for the first time, Rochester joins 57 other cities in a television entertainment spectacular for Easter Seals, hosted by Wayne Rogers and featuring over 100 stars. It's one of Hollywood's biggest and liveliest shows to benefit handicapped children and adults.

The continuous, 20-hour, fun-filled show will be carried locally on Channel 8 from 11:00 P.M. Saturday, March 27, until 7:00 P.M. the following evening. WROC-TV news anchorman Keith Martin will serve as local emcee.

The telethon is sponsored here by The Easter Seal Society/The Crippled Children's Society of Monroe County, Inc.

Funds pledged locally will help Camp Haccamo, Rochester Rotary Sunshine Camp, Children's Language Program of the Hearing & Speech Center of Rochester, The Handicapped Adult Recreation Club, Handicapped Independence, H.F.R.E., United Voice for the Physically Handicapped and other organizations serving handicapped people in this area.

Your pledge will help children walk, talk, re-use injured limbs and rejoin the mainstream of society. Don't tune them out. Tune them in on Channel 8 Saturday and Sunday, March 27-28.

If you would like further information, or want to volunteer your support, call The Crippled Children's Society, 232-5725.

## Here's Your Chance To Design A Bicentennial Medallion

The Rochester/Monroe County Bicentennial Office is sponsoring a Bicentennial Medallion Contest. The purpose is to find a design that reflects the history of Monroe County and Rochester and relate it to our nation's 200th birthday.

The contest is open to the public. All design entries are to be made on 8 1/2" x 11" stock and submitted to the Rochester/Monroe County Bicentennial Congress, Inc., 55 St. Paul Street, Rochester, New York 14604, by March 22, 1976.

The winning design will appear on a silver medallion that will be sold by Halbrun Associates to raise funds for local Bicentennial projects.

The Midtown Mall Association has donated three gift certificate prizes for the winners: \$100.00 - first prize, \$50.00 - second prize and \$25.00 - third prize. The winner will also be honored at a public ceremony. All entries will become the property of Rochester/Monroe County Bicentennial Congress, Inc. and will be used for display at Midtown Plaza.

**RG&E  
Emergency Service  
Number  
546-1100  
24 hours a day**

FILL OUT AND RETURN THIS COUPON TO: CJ-36

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 \_\_\_\_\_