

RG&E consumer news



How To Verify A Service Representative Is From RG&E

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RG&E personnel visit area residences 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. The card is pictured here so you will know what it should look like.

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 and the extension number to ask for and call that department at RG&E to verify that the representative is scheduled to visit your residence. After 5:00 p.m. 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.

We're Looking for Alternatives

This is the last in our series of articles on solar energy. Over the past several weeks we've described some current developments in our continuing search for more efficient and effective means of producing and supplying essential energy to you. We detailed the solar assisted domestic water heating systems on display in our East Avenue showroom. We delved into the mechanics of those systems, the economics of solar thermal energy and the potential of solar electric production through the photovoltaic effect. We talked about solar furnaces designed to produce steam from the Sun's energy to run electric generators, and even reported on the possibilities of employing the wind to provide electricity.

Each of the areas discussed, including wind power, is related to solar energy. In tempering enthusiasm with reality, we made it quite clear that although the theories and equipment are viable, the expense may be currently prohibitive. We asserted that solar energy is a reality, but one that will function as an assist to conventional methods of electric production and might, by the year 2000, become a factor in conservation of fuels used to produce electricity. In any event, we do not envision solar energy, or any other alternate energy form, as becoming a substitute for conventional electric production in supplying the nation's electric energy needs. We contend that the bulk of electric production will continue to depend on the coal and nuclear fuels that will remain in supply and will guarantee prolonged electric production in quantities required.

Electric utilities are frequently criticized for allegedly disregarding alternate energy forms in favor of promoting the "status quo" so as to perpetuate existing energy production methods and take advantage of the comforts in following the line of least resistance. In face of this type of uninformed criticism, we continue to search for alternate forms of energy and persist in examining ways in which our customers may benefit from maximum utilization of existing resources at best economy. It is in the interest of both the consumer and supplier that every avenue be investigated and every valid concept be studied. We at RG&E have been doing just that and we will continue to do so.

To better focus attention

on energy and its effective employment, RG&E in October of 1975 formed an Energy Research and Utilization Division at its East Avenue corporate headquarters. The four engineers who comprise the division are charged with the task of evaluating existing and potential energy sources, studying effects of new energy sources and utilization on RG&E gas, electric and steam systems, investigating energy applications for increased efficiency, and disseminating their findings to customers, other RG&E departments and interested professionals aligned with the industry.

In addition to studying solar energy progress as reported in these articles, the Energy Research and Utilization Division pursues a myriad of alternate energy prospects through direct research, monitoring, trade publications, attending seminars and conferences. Current direct research projects include assistance with the R.I.T. solar heated home and the donation of a wind generator to the Institute for feasibility studies. The possibility for effective employment of Refuse Derived Fuel (RDF) at RG&E's Russell Station has also been under study.

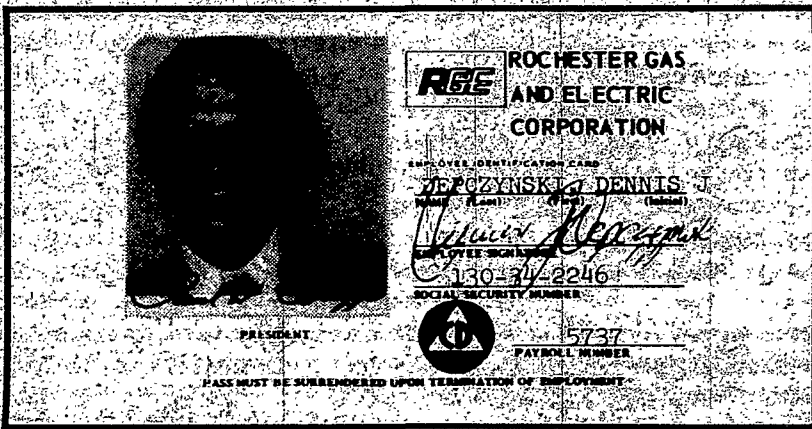
Although the RG&E/R.I.T. projects do not represent new or unique forms of alternate energy employment, they do constitute a valid, definitive study based on actual climatic conditions in the Rochester area. Obviously, if these alternate forms of energy are to be proved viable, they must be first successfully tested in the region in which they will be drawing upon available solar energies.

In its research at RG&E, the Energy Research and Utilization Division does not neglect the more exotic forms of alternate energy. Progress, for example, in the

area of geothermal power is being monitored. The geothermal concept proposes that the Earth's heated subsurfaces be tapped for thermal energy or steam. RG&E is keeping tabs on studies and experiments in Ocean Thermal Energy Conversion (OTEC) and wave power. The former concept proposes that temperature variances in the oceans may be used to generate electric power. The latter notion holds that waves and currents in the oceans may be employed to run electric generators. These more exotic methods, still in embryonic form, may never produce a single watt of electric energy for the Rochester area since we're remote from oceans and geothermal access. We feel, however, that it's essential to be fully aware of these and other concepts for alternate energy if we are to make sound, informed judgements in working for our customers.

On a wider scale in energy research, RG&E is a member company in an organization known as Empire State Electric Energy Research Corporation [ESEERCO]. Comprised of the six other investor owned electric utilities in New York State and the State Power Authority, this organization seeks to pool resources and research in the study and evaluation of energy alternatives with a view toward maximum efficiency and utilization. RG&E is looking for and at alternate energy forms, but will settle for nothing less than that which will best serve our customers' energy needs for today as well as tomorrow.

Stop by our show room at 89 East Avenue where we have displays of two manufactured solar-assisted water heating systems. A representative will be on hand from Noon to 2:00 p.m. Mondays, Wednesdays and Fridays to answer your questions.



MACAP asks: "Are You an Alert Consumer?"

The Major Appliance Consumer Action Panel acts as a channel for the communication of appliance complaints between the consumer and the appliance industry. The cases the panel has investigated indicates that many consumers are victims of their own negligence.

Consumers can quickly judge their ability to make purchasing decisions in the marketplace if they take MACAP's 60 second quiz. It could make the difference between satisfaction and frustration in purchase and service of appliances.

For instance, do you:

- study and compare point of purchase information before buying?
- ask for a written estimate on diagnostic service calls?
- always read the warranty terms before purchasing a product?
- ask if an authorized service agency is in your geographical area?
- ask for a service receipt even on in-warranty service for which there is no charge?
- budget for eventual appliance and maintenance service costs?
- A no answer to any question makes you a likely victim of consumer apathy.

FILL OUT AND RETURN THIS COUPON TO: CJ-42
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 _____