

# RG&E consumer news



## Budget Billing Information

By Anne S. Fenstermacher  
Staff Assistant, Consumer Affairs

If you are on the Budget Billing plan for heating, then RG&E's new bill should make it easier for you to understand your current status under the plan. Before I discuss the new billing information, let me review Budget Billing.

The plan enables you to pay the same amount for your heating use each month for ten (10) months. Heating bills are highest during the three coldest winter months: January, February and March in our example, when you use approximately half of the year's heating energy. Budget Billing levels out your payments so you won't be faced with large winter heating bills. You will pay higher bills in the fall so your winter bills will be lower. There is no charge for Budget Billing, nor do you pay less annually. Here's how the plan works:

When you began the plan in September, RG&E estimated your total use of heating energy for twelve [12] months based on last year's use, and then divided by ten [10]. You are billed for 1/10 of the total each month for ten [10] months. You can plan ahead and set aside the same amount for heating each month regardless of the weather. You know in advance approximately what your total monthly bill will be.

NOTE: If you heat with gas, the charge for your electric use will be extra, and will vary from month-to-month. So although the heating portion of your bill will be level, your total bill will vary, depending on the amount of electricity you use. If you heat with elec-

tricity, Budget Billing is available to you, too. In fact, the plan would be very advantageous to you because your total bill would be the same each month for ten (10) months.

The new RG&E bill should make it easier for you to understand your status under the plan. Unlike the old bill where only the balance was shown, the new bill will also include the budget amounts billed to date and the actual use billed to date. The balance will now appear as either a credit [in your favor] or debit [favor RG&E] in your budget account.

If you have been on the Budget Billing plan it is not necessary to re-apply each year. You are automatically kept on the plan unless you request otherwise. If your budget amount is higher this year than last, it is because budgets have been analyzed, and in many cases revised upward to compensate for the recent rate increase and increase in our fuel costs. RG&E periodically reviews the budgets throughout the year and adjusts it if your actual use proves to be substantially different from your budget amount, or where fuel costs vary substantially.

Budget Billing normally begins in September, but you can still sign up by calling 546-1111. The representatives will be able to give you an indication of the amount of your budget. Please give your account number when you call, as this will help us speed up the processing of your request.

### Here is an actual example taken from our records:

Billing Month	Actual Use	Budget Amount	Status of Account After Payment
September	\$ 8.65	\$ 42.00	\$ 33.35 Credit
October	17.36	42.00	57.99 Credit
November	34.17	42.00	65.82 Credit
December	58.91	42.00	48.91 Credit
January	64.31	42.00	26.60 Credit
February	70.69	42.00	2.09 Debit
March	72.99	42.00	33.08 Debit
April	55.09	42.00	46.17 Debit
May	26.53	42.00	30.70 Debit
June	13.38	42.00	2.08 Debit
*July	9.67	10.71	1.04 Debit
*August	8.83	9.87	Paid in Full
<b>Total</b>	<b>\$440.58</b>	<b>Total \$440.58</b>	

\*During July and August we adjust your bills up or down depending on your actual use. Half of any budget credit or debit will show on your July bill; the other half in August.

## Does Your Family Respect Electricity? RG&E's Electrical Safety Booklet Can Help

Because we feel that the safety of your family is of uppermost concern to you as well as to us, we have published a very important booklet entitled "Don't be in the Dark about Electrical Safety." We urge you to get a copy of this easy-to-read booklet and make it necessary reading in your home.

Electricity is very important in today's household, it does so much for you that it is probably taken for granted. To some extent, that's the way it should be. However, safety must never be taken for granted. There is just too much at stake.

More than a thousand deaths and countless injuries occur each year from electrical shock. Unfortunately the major causes came about through carelessness, misuse, and defective electrical equipment. These could have been avoided. An estimated 140,000 fires annually caused by faulty electrical appliances or inadequate wiring also caused an undetermined number of burn injuries and deaths. Most of these could have been avoided as well.

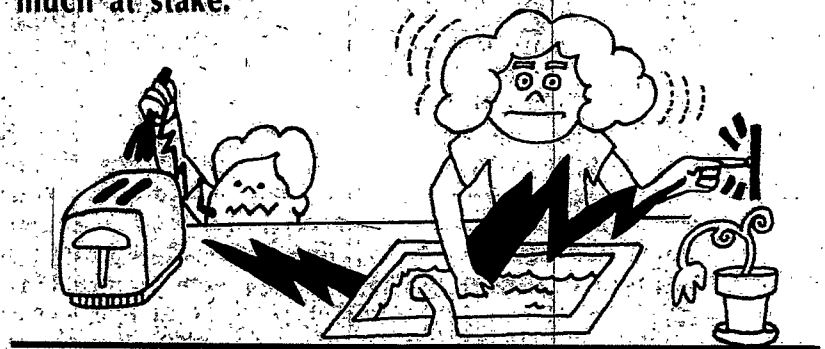
Ugly statistics. We would much prefer to tell you about the benefits

of having electricity in your home. We could tell you that electricity is used to light your home, heats, cleans, cools, entertains, cooks, freezes and much more. But you already know how important electricity is to you. We care enough about you and your family to feel that we must ask for your respect and caution in the use of this valuable, but potentially-hazardous form of energy.

In our booklet concerning electrical safety we have included a brief description of how electricity is produced, how it is transmitted into your home, how misuse and carelessness can occur and more importantly, how this can be prevented, the dangers of faulty or inadequate wiring, how to change fuses and circuit breakers, what to look for when purchasing electrical appliances, safety precautions when using electricity outdoors, the necessity of extreme caution necessary around high voltage towers and utility poles, and even the hazards of flying kites.

In addition to pointing out safety tips, we've included information on how to handle electrical emergencies should they arise in spite of your precautions. We offer advice on how to extinguish electrical fires, what to do in case of broken wires or downed power lines, and even preliminary first aid treatment should you encounter a victim of electrical shock or burns. It will also remind you to call us at 546-1100 at the first sign of an electrical emergency.

"Don't be in the Dark about Electrical Safety" is available for the asking. Fill in the coupon below and return it to us, or call 546-2700, extension 2225 and request a copy. Please remember what you don't know about electrical safety, can hurt you!



### Heat from Cold Air?

It's possible with an electric Heat Pump.

Amazing as it may seem, there is heat in winter's cold outside air to warm your home! It's a fact, there's heat in the air even down to 560°F below zero.

And it's possible to take this heat from the outside air and move it right into your home by means of the electric heat pump. The heat pump is the most efficient way to heat your home electrically, producing almost two units of heat for each unit of electricity used, thus helping to conserve energy. Energy saved is money saved, and that is especially important to all of us these days.

By the way, the heat pump automatically reverses itself during the warmer months providing comfortable air conditioning when the weather calls for it.

Our Consumer Information Center, located on the main floor at RG&E's East Avenue office, features the heat pump throughout the month of October. Stop in between 8 a.m. and 5 p.m. and see three of these products on display, and pick up a copy of "The Heat Pump Story."

If you are building, remodeling, or replacing your heating system, the heat pump can be a wise investment for today and tomorrow.

### Every Child Needs You to Join the PTA.

The PTA [Parents Teachers Association] consists of over seven million people working exclusively for the benefit of children all over our country.

In our community, the PTA is looking for your help. Our children are looking for your help.

A strong PTA is able to help fight serious health problems through alcohol and drug education programs... works with children to improve their reading skills... enhances family life through continuing education for parents... promotes legislation beneficial to children and public education... provides a natural line of communication between parents and teachers... creates a climate of understanding between home and school... supports scholarship programs... accomplishes programs that could never be done through individual efforts.

Look into the Parents Teachers Association in your area, and grow with your children.

**FILL OUT AND RETURN THIS COUPON TO:** CJ-43  
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 \_\_\_\_\_