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# RG&E consumer news

April 13, 1977



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

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Staff Assistant-Consumer Affairs

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 possible to determine whether or not the individual is an RG&E employee. RG&E maintains 24-hour telephone service, and evening personnel should be able to do this verification if they are given the individual's name and department. 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.

## Proper Insulation Makes A Difference

Proper insulation will save you heating and cooling dollars. It will also make your home more comfortable by keeping heat inside in cold weather and outside in hot weather.

Heat moves from a warmer to a cooler area and is transferred through the structure of a wall by conduction. What we are most concerned about here is the flow of heat through walls. The best way to retard this heat loss is to fill the walls with a material that is

resistant to heat flow. This material is known as insulation.

Good insulation is so effective that when it is 0°F outside and 70°F inside, a 10' x 15' room with 3 1/2" thick insulation will lose only 1,000 BTU's per hour through the exterior walls; while if it had no insulation, 4,000 BTU's per hour would escape through the same walls. (A BTU is a unit of heat, and most heating and cooling equipment is rated in terms of BTU's.)

Proper insulation helps you

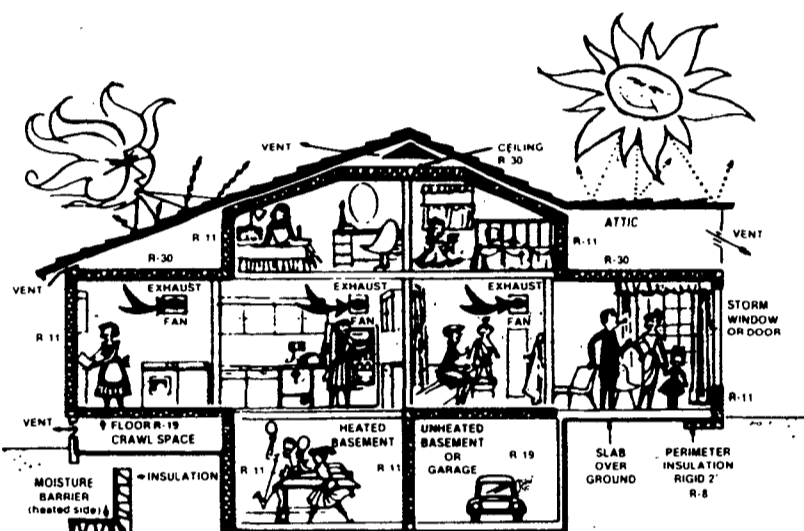
keep an even air temperature throughout your home. No more cold walls or corners. It also makes you more comfortable by muffling noise from the outside. Furthermore, if you have adequate insulation you will need less heat to be comfortable, so you will help to conserve energy and save on heating costs as well.

### Kinds of Insulation

There are many kinds of suitable insulation. One common type is batt insulation. This is a batt of glass fibers attached to a facing of metal foil or kraft paper. The trapped air cells in between the fibers provide the insulation and the facing serves as a vapor barrier to keep moisture from entering the wall. It's available in several thicknesses and is installed between wall studs with the facing toward the interior of the room.

Cellulose fiber and ureafoam materials are also available for wall insulation. These are usually blown or pumped into walls by special equipment.

Loose-fill insulation comes in fiber or pellet form and is poured or blown into place. It's often used above ceilings.



Enclose your home in an "envelope" of good quality, properly placed insulation coupled with double-glazed and weatherstripped windows and doors.

Regulate moisture with exhaust fans and vents. Always include moisture or vapor seal on the warm side of the insulation as shown by the heavy line.

## How much Insulation is needed?

Insulating material is rated by "R-Value" which is a number assigned to a type of insulation of a particular thickness to indicate its resistance to heat flow. The higher the R-Value, the greater the resistance. The illustration shown in this article shows minimum requirements for insulating an electrically-heated home. Higher R-Values will result in even greater reduction of heat loss, and consequently lower costs and greater energy conservation is possible.

### Insulation Booklet

No matter how old your home is, you can add insulation and save money. And some of this can be done yourself. RG&E has designed a "Do-It-Yourself" booklet with complete instructions on how you can economically insulate your home. For your copy, fill in the coupon below and send to RG&E.

## Degree Days Measure Weather

RG&E measures weather conditions by using a "Degree Day" system which indicates the relative coldness of a period of time.

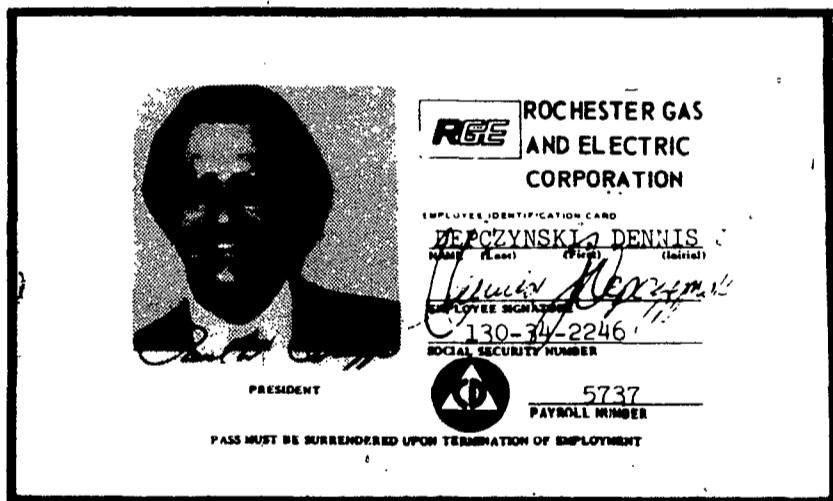
Degree Days are figured by subtracting the mean temperature (which is the average of the high and low temperatures) from 65°F. For example, if the day's high is

40°F and the low is 10°F, the mean is 25°F, which when subtracted from 65°F will give you 40 Degree Days for that day.

This Degree Day chart shows how the season continues to be considerably colder than last year, and also much colder than normal.

| Month          | Normal | 1975-76 | 1976-77 | % Difference From Last Year |
|----------------|--------|---------|---------|-----------------------------|
| September      | 126    | 194     | 173     | 11% Warmer                  |
| October        | 398    | 365     | 538     | 47% Colder                  |
| November       | 735    | 525     | 879     | 67% Colder                  |
| December       | 1138   | 1146    | 1279    | 12% Colder                  |
| January        | 1271   | 1395    | 1524    | 9% Colder                   |
| February       | 1126   | 914     | 1103    | 21% Colder                  |
| March          | 992    | 858     | 777     | 9% Warmer                   |
| Season to Date | 5821   | 5415    | 6311    | 16% Colder                  |

\* These are the Degree Days in the actual calendar months. Your monthly bill probably will not correspond to the calendar month so it may include more or less Degree Days depending on the dates it covers.



This is an example of an RG&E identification card.

## Purchase Appliances Wisely

Buying a new appliance is a major investment that should last for years. Therefore, careful thought and consideration should be given before the final decision is made.

The Major Appliance Consumer Action Panel (MACAP) recommends that the following questions be answered before purchasing any large appliance. Have you:

- Budgeted for the appliance?
- Checked the space available for installation, including extra space necessary for proper operation of appliance?
- Decided on the size of appliance necessary based on the lifestyle of your family?

- Checked for safety and certification seals?
- Determined which of the many available special features will really be used?
- Considered quality of construction?
- Selected color and style that will adapt to existing decor?
- Established the cost of delivery and installation?
- Investigated the cost of fuel to operate the appliance?
- Chosen a reputable dealer?
- Asked if the dealer services the appliances he sells; and if not, who does?
- Comparison shopped?
- Asked to see the use and care manual and warranty before purchase?

## Visit Brookwood Sunday

RG&E's exciting and informative Science Information Center located on Lake Road in Ontario, is open to the public from 10 a.m. to 4 p.m. every Sunday. Special group arrangements are available during the week by calling 546-2700, extension 2225.

FILL OUT AND RETURN THIS COUPON TO: CJ-48  
Dept. 34 Rochester Gas and Electric  
89 East Avenue, Rochester, N.Y. 14649  
546-2700

I would like more information on the following items:

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

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