

# @home

with Orange & Rockland

NY

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## Information Center

If you're having trouble paying your heating bills this winter, here are some of your options:

- As difficult as it may be, pick up the phone and call us or stop by our business office. Don't wait until your situation gets worse. Talk to us as soon as possible so we can help. To reach us:

▶ **Customer Assistance:**

1-877-434-4100

Weekdays, 8 a.m. until 7 p.m., except holidays

▶ **Business Offices:**

390 W. Route 59, Spring Valley

500 Route 208, Blooming Grove

16 Pike St., Port Jervis

Open weekdays, 8 a.m. until 4:30 p.m., except holidays

▶ **On the web:**

At [www.oru.com](http://www.oru.com), you can do business with us at any time.

- You might qualify for assistance from the federally funded Home Energy Assistance Program (HEAP). Go to [www.MyBenefits.ny.gov/SelfService](http://www.MyBenefits.ny.gov/SelfService) or contact the Department of Social Services in your county.

▶ **Rockland County:**

If you are a Temporary Assistance and food stamp recipient, call 845-364-3032.

Seniors (over 60) and disabled residents, call 845-364-2109.

All other residents, call 845-364-3487, 3480 or 2486.

▶ **Orange County:**

845-346-1125 or 1126

845-291-2002

▶ **Sullivan County:**

845-807-0142

- You could apply for a grant from The Neighbor Fund, O&R's energy payment assistance program. It doesn't matter what heating fuel you use – oil, electricity, coal, wood, propane, or natural gas. The Neighbor Fund provides grants, not loans, to help those in need, and there are no age limits or income guidelines. Call Customer Assistance or visit our Web site for more information.



## It's what's inside that counts

Home appliances look pretty much the same on the outside, but what's inside counts a great deal toward their operating costs and energy efficiency.

When shopping for a refrigerator, dishwasher, clothes washer or other home appliance, think of two price tags – the purchase price and the cost of operating the appliance. Long after paying the purchase price, you'll continue paying the monthly operating cost for the life of the appliance.

### Here are some long-term savings tips:

- Narrow your choices by looking for appliances that bear the ENERGY STAR symbol of energy efficiency or that have a Tier 1, 2 or 3 rating from the Consortium for Energy Efficiency (CEE). With CEE ratings, the higher the number, the more energy efficient the appliance.

### NY's Great Appliance Swap Out has been extended until funding runs out.

Don't miss out on rebates for high efficiency appliances. For program details, go to [nyapplianceswapout.com](http://nyapplianceswapout.com) or call 1-877-NYSMART.

- Refrigerators last about 14 years. A model with a top or bottom freezer is more energy efficient than a side-by-side model. Features like ice makers and water dispensers are convenient but increase energy use.

- Clothes washers last about 11 years. Most high efficiency models use about 15 gallons of water

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## Be counted in 2010

Starting in March, 2010 Census forms will be mailed or delivered to every household.

Don't miss your opportunity to be counted. Answer the 10 simple questions and mail back the form. By participating in the 2010 Census, you can make a difference in your community.

Every person living in the United States must be counted, including people of all ages, races, ethnic groups, citizens and non-citizens.

Census data determines the government funding of more than \$400 billion to state, local and tribal governments.

Census data helps guide local planning decisions, including



where to provide additional social services, establish child care and senior centers, and where to locate job training centers and provide additional legal services and job safety programs.

For more information, go to [2010census.gov](http://2010census.gov). ♦

United States<sup>®</sup>  
**Census**  
**2010**

**Jobs. Roads.**  
**Hospitals. Schools.**

Help your community get what it needs for the next 10 years.

# Get audited

A whole-house energy audit can give you a clear road map to saving energy, money, and the environment.

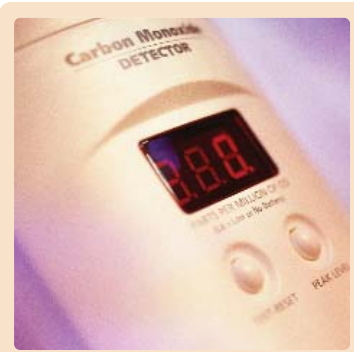
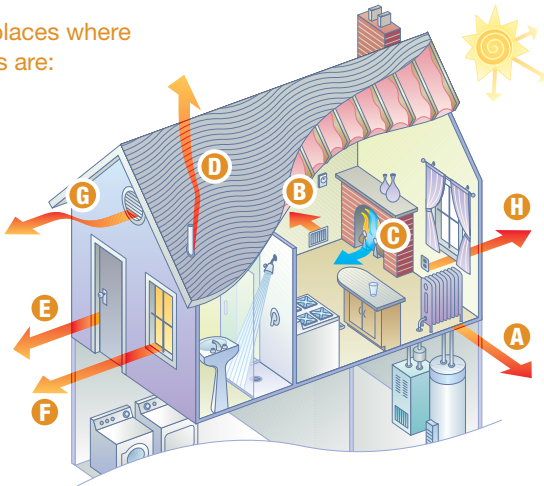
If you don't want to do it yourself, you can hire a contractor to conduct a comprehensive energy audit of your home. To participate in NYSEERDA's Home Performance with ENERGY STAR® Program, go to [GetEnergySmart.org](http://GetEnergySmart.org). There you'll find a list of Building Performance Institute (BPI) Accredited Home Performance

contractors who can conduct a whole-house energy audit of your dwelling.

Using audit results, your contractor will explain what improvements can be made. Your contractor will also give you a detailed proposal and estimated costs of the recommended energy-efficiency measures. ♦

The most common places where air escapes in homes are:

- A – Floors, Walls, and Ceilings
- B – Ducts
- C – Fireplace
- D – Plumbing Penetrations
- E – Doors
- F – Windows
- G – Fans and Vents
- H – Electric Outlets



A New York State law now requires carbon monoxide (CO) detectors in every house and apartment. Houses built after January 2008 are required to have a CO detector on every floor that has a bedroom. Houses built before 2008 must have at least one detector on the lowest story that includes a bedroom. The law requires detectors that plug into a wall socket and include a battery backup.

# Gas rebates still available

Rebates of up to \$1,000 are available for the installation of high efficiency gas equipment.

If you're an O&R residential gas customer who's considering a new high efficiency gas heating system, you may be eligible to receive a rebate from O&R. For example, a furnace with an Annual Fuel Utilization Efficiency (AFUE) of 90% or greater is eligible for a \$200 rebate. A water boiler with an AFUE of 90% or greater is eligible for a \$1,000 rebate.

Rebates also are available to customers who convert from oil to natural gas heat.

You can find a list of eligible equipment and their rebate amounts at [oru.com/incentives](http://oru.com/incentives). To speak to an O&R representative, call our Energy Efficiency hotline at 1-877-852-5678. (This program is available through December 2011 or until funds run out.) ♦



Whether you're doing it yourself or hiring a professional, call 811 before every digging project.

**When to call:** Planting a tree, putting in hedges, digging a pond, installing a fence, putting in a mailbox, installing a deck, changing the contour of your landscape.

**How it works:** Call 811 before you dig. (If you're hiring a contractor, remind the contractor to call 811 before beginning the project.) Your local One Call Center will contact member utilities for you. Each will send a professional to mark the location of underground lines at

For safety's sake, **call 811 BEFORE** every digging project.

no cost to you. Within a few days, your property will be marked with flags so you or your contractor can dig safely.

**Why it's important:** Digging without calling could disrupt essential services to an entire neighborhood, harm you and those around you, and potentially result in fines and repair costs. ♦

# Sign up for eBill

Sign up for ebill and we'll plant a tree on your behalf.

You can help preserve trees and care for the environment by signing up for eBill, O&R's paperless billing option. As part of our commitment to the environment, we'll plant a tree on behalf of every customer who enrolls in eBill service. So far, enrollments have resulted in more than 13,000 trees being planted in National Forests damaged by fire. Help us plant more. Enroll at [oru.com/eBill](http://oru.com/eBill). ♦

# It's what's inside that counts

*Continued*

per load, compared to 32.5 gallons used by older machines. High efficiency washers also spin clothes better, resulting in shorter drying time.

- Study the bright yellow and black EnergyGuide label to help you figure out the appliance's annual energy consumption and operating cost.

- Dishwashers last about 10 years. An ENERGY STAR model uses less water and 41% less energy than required by federal standards.

- There are no high efficiency clothes dryers. The best you can do is to select a model with a moisture sensor so your machine shuts off automatically when the clothes are dry. ♦