



**CUSTOMER NEWSLETTER 2023 SPRING EDITION
VOLUME XXI ISSUE 1**



RESERVE GAS COMPANY, INC., 13441 Railroad Street, PO Box 207, Alden, NY 14004-0207
 Phone (716) 937-9484 Fax (716) 937-9488 Website www.reservegascompany.com

Company Hours If you are planning a visit to our office later in the day, please call ahead for hours. Some circumstances may cause our office to close earlier than listed below:

Field Crew Hours	Monday - Friday	7:00 am - 3:30 pm	HOLIDAY SCHEDULE - CLOSED
Office Hours	Monday - Friday	7:30 am - 4:00 pm	Monday, May 29, 2023
	Saturday & Sunday	CLOSED	

*In the event of a **FIRE EMERGENCY**, first escape and then notify the fire department!*

**GAS EMERGENCIES IMMEDIATELY CALL
(716) 937-9484 AVAILABLE 24/7**

All public services involved in an emergency shall notify Reserve Gas as soon as possible. Annually, all public services are provided with an Emergency Notification List, along with pertinent information to be used in the event of an emergency. For your well-being and others practice fire-safe behaviors when smoking, cooking and heating. Maintain smoke alarms, develop and practice a fire escape plan and if possible, install home fire sprinklers.

All emergency calls received after regular business hours will be answered by our automated system and returned promptly. A message must be left in order for our crew to be dispatched.

HEAP can help keep your heat on. Don't wait until you can't manage your home heating costs. Assistance with paying your winter bills is available to income eligible customers. For income guidelines and how to apply, visit www.mybenefits.ny.gov or call Reserve Gas Company at (716) 937-9484. All customers may apply by mail. You may also apply in person at your local Department of Social Services. HEAP closes Tuesday, March 15, 2023, so don't delay!



BUDGET BILLING

With our Budget Billing Program sign-up date rapidly approaching, now would be the perfect time for you to enroll in this service. Before registration can begin, your account must have a \$0.00 balance. The Budget Billing Program deadline is June 30th, so if you are struggling with large heating bills, and you are interested in this program, please contact our office today. We would be happy to set-up payment arrangements that work towards bringing your balance down to zero before the June 30th deadline. If you are considering this program, don't wait till the last minute, please contact our office at (716) 937-9484. We welcome all calls, and will quickly process your request. After analyzing your account, arranging a payment schedule, if necessary, a confirmation letter will be mailed to your residence. Please review, sign, and return the bottom portion of the confirmation letter no later than June 30th. Upon receipt, we will activate your account and disburse your first budgeted bill by July 11th. Your first budgeted payment will be due on August 4th. In order to remain on this program, monthly, on time payments are mandatory. If at anytime you are having difficulty paying your budget amount, please contact our office immediately.

PLEASE READ

Dear Customers,

Re: Meter Maintenance Notification

At no cost to you, throughout the coming months, we will be scheduling meter maintenance on all meters that have been in service for a period of seven years. Our staff will review our meter tracking reports to determine what meters are scheduled for maintenance. If your meter is scheduled for maintenance our service professionals will visit your residence or place of business.

Upon arriving, they will knock, announce their presence and, on request, they will gladly show you the appropriate Reserve Gas Company, Inc., ID. At this time, if you are available, they will change out your meter or arrange a time that would be more convenient for you. If you are not at your residence or place of business when our service professionals arrive, a Meter Change Notice will be posted on your door giving you instructions. If you receive a Meter Change Notice, please contact our office as soon as possible during regular office hours to set-up an appointment. Meter change appointments are only scheduled Monday through Friday between the hours of 7:00 am — 3:00 pm. Sorry no evening or weekend appointments are available.

Please remember you will only be contacted if your meter needs to be changed. If you have additional questions, regarding our yearly meter maintenance, please contact our office at (716) 937-9484.

Sincerely,

Reserve Gas Company, Inc.



Friendly Reminder!

Daylight savings is March 12, 2023 this year! That means we are getting closer to spring! Make sure you "spring forward" your clocks!



ASK FOR IDENTIFICATION

For your safety, all Reserve Gas representatives carry a photo identification card. If the card is not clipped on their clothing for easy viewing, ask to see it. If the representative displays proper ID, please let him/her complete the job. If you are suspicious or have questions, contact us immediately at (716) 937-9484. If you feel there might be a problem, call your local police.

METER READING

To ensure accurate billing, we read meters every other month. Vehicles are properly identified with our company decal. It's important that we are able to access the meter at your residence for readings, inspections and maintenance. Please, whenever possible, keep a path to the meter clear of debris, bushes and snow. Also, please make sure that dogs are inside or tied up well away from the meter.

PIPELINE ACCESS AND SECURITY

Pipeline right-of-ways must be kept free from structures and other obstructions to provide access to the pipeline for maintenance and in the event of an emergency. If a pipeline crosses your property, please do not plant trees or high shrubs on the right-of-way. Do not dig, build, store or place anything on or near the right-of-ways without first having the pipeline marked and the right-of-ways staked. Additionally, if you witness suspicious activity on a pipeline right-of-way, please report it to the authorities, or call our emergency number.

Spring CLEANING Tips from Cottonelle Viva Scott



1 Make a checklist to stay on track with all cleaning and organization projects.



2 Get ahead of the game and stock up on all necessary supplies in advance, especially kitchen & bath necessities like hand soap, air freshener, Viva® paper towels, and Cottonelle® and Scott® bath tissue.



3 Don't take on too many projects at once. Start with one task in one room at a time, like scrubbing the kitchen stove then rearranging silverware drawers.



4 Warmer weather means outside fun. Clean dirt and grime off patio furniture and even the grill with the scrubby texture and cloth-like strength of Viva® Vantage®.



5 Nothing says spring cleaning like a good purge. Pick a room, take inventory of everything you have and make piles to keep and donate. Can't decide? When in doubt, throw it out.



6 Good-bye winter, hello spring. Put away boots, winter coats and hats and make room for sneakers, rain boots and umbrellas.



7 Need a few décor upgrades? Spring cleaning is the perfect time. Add simple chic shelving to the living room or colorful accents to the kitchen.



8 Get creative with storage to ensure everything is in its place and easily accessible. Incorporate under-the-sink organizers and door racks in the linen closet to store household items.



9 Make a little extra cash this spring and hold a garage sale, the perfect way to get rid of unwanted items during the annual clean.



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Organizing tools can be both functional and stylish. Store extra toilet paper in a cute wicker basket or paper towels on a decorative holder.

