

CURRENTLY, NY STATE REMAINS ON PAUSE THROUGH MAY 15 AND EVERYONE IS REQUIRED TO WEAR A FACE COVERING AND MAINTAIN A 6-FOOT DISTANCE FROM OTHERS IN PUBLIC.

IN OUR CONTINUED EFFORTS TO KEEP EVERYONE SAFE AND IN ORDER TO PROPERLY PREPARE WITH THE REOPENING GUIDELINES, WHICH ARE CURRENTLY BEING FINALIZED AND SET TO BE RELEASED SOON, WE WILL REMAIN CLOSED TO THE PUBLIC AND CONTINUE TO OPERATE UNDER MINIMAL STAFF (2 OFFICE AND 2 FIELD PERSONNEL), WITH LIMITED DAYS (MONDAY, WEDNESDAY, FRIDAY) AND HOURS (9:00 AM TO 3:00 PM).

ALL CUSTOMER INQUIRES SHOULD BE ADDRESSED THROUGH OUR WEBSITE CONTACT LINK, EMAIL OR BY PHONE DURING THE DAYS OF MONDAY, WEDNESDAY AND FRIDAY FROM THE HOURS OF 10:00 AM TO 12:00 PM. ONLY A TRUE GAS RELATED EMERGENCY SHOULD BE LEFT ON OUR 24/7 ANSWERING SERVICE AND WILL BE DISBURSED ACCORDINGLY. ANY PAYMENTS SHOULD CONTINUE BEING RECEIVED BY MAIL, AT THE ALDEN STATE BANK DRIVE-THRU SERVICE OR BY PLACING IN OUR NIGHT DEPOSITORY BOX.

THANK YOU ONCE MORE FOR YOUR PATIENCE AND UNDERSTANDING DURING THESE EXTREMELY TRYING TIMES AND PLEASE KNOW WE WILL ALL GET THROUGH THIS TOGETHER.

**ALL THE BEST,
ALDEN AURORA GAS COMPANY, INC.
RESERVE GAS COMPANY, INC.**