CUSTOMER NEWSLETTER 2015 *AUTUMN EDITION* *Volume XIII, Issue III*

RESERVE GAS COMPANY, INC., 13441 Railroad St., 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 - Thursday	7:30 am - 4:30 pm	Monday, October 12th
	Friday	7:30 am - 4:00 pm	Wednesday, November 11th
			Thursday & Friday, November 26th & 27th

Daylight Saving Time Ends on ***Sunday, November 1st****. Don't forget to set your clocks BACK ONE hour.*

Safe Digging Is No Accident:

Always Call *811* Before You Dig!

PREVENT Carbon Monoxide Poisoning

- Familiarize your family with the facts: Carbon Monoxide (CO) is a colorless, odorless gas that is a product of the incomplete combustion of natural gas, propane, fuel oil, coal or wood. It can result from a faulty chimney, flue or vent from a heating appliance or water heater, and can cause flu-like symptoms, including headache, dizziness, weakness, nausea and loss of muscle control. Prolonged exposure to CO can lead to serious illness and even death.
- Protect yourself, have your heating system and chimney, flues and vents checked by a professional every year before the heating season begins.
- Have a CO detector installed in your home, it could save your life.
- Be ALERT. Look for the signs of Carbon Monoxide. Check around your gas appliances for staining or soot, and/or excessive condensation. Make sure your pilot light is burning with a blue flame, not yellow. If you or someone else has any symptoms, go outside into fresh air immediately. Call 911 for medical attention. Do not return to your home until authorities say it is safe.

We would like to give special thanks to the Alden Chamber of Commerce for publishing our business profile in their July 2015 Newsletter. Please find the article below:

RESERVE GAS COMPANY

Reserve Gas Company is a regulated New York State Public Utility. Family owned and operated since its incorporation in 1937 by the Edward Harris Family of Rochester, they supply natural gas to residential and commercial customers in parts of Alden, Darien, Corfu, and Akron. Since its inception, Reserve Gas has had some of the cheapest natural gas rates in the state of New York. Being in business for over 70 years, they understand the importance of delivering reliable, reasonably priced services to customers and the communities they serve. They currently employ a team of 10 dedicated individuals working together as one to deliver outstanding customer service.

Their offices are located at 13441 Railroad Street in the Town of Alden. If you are interested in obtaining service from Reserve Gas, you may visit during office hours Monday through Thursday, from 7 a.m. – 4:30 p.m. and Friday from 7 a.m. – 4 p.m., call them at (716) 937-9484, or check out their website at www.reservegascompany.com for service applications and for more information.

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

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.

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

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.