

RESERVE GAS COMPANY, INC., 13441 Railroad St., PO Box 207, Alden, NY 14004-0207

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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 9th

Friday 7:30 am - 4:00 pm

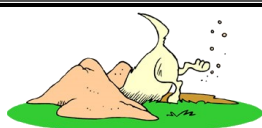
Friday, November 10th

Saturday & Sunday CLOSED

Thursday & Friday, November 23rd & 24th

Safe Digging Is No Accident:

Always Call 811 Before You Dig!



**DAYLIGHT SAVINGS ENDS
SUNDAY, NOVEMBER 5TH.
DON'T FORGET TO FALL
BACK 1 HOUR.**

Carbon Monoxide: The Invisible Killer

By: National Safety Council

More than 400 Americans die from unintentional carbon monoxide poisoning every year, according to the Centers for Disease Control and Prevention. More than 20,000 visit the emergency room, and more than 4,000 others are hospitalized.

Where Does Carbon Monoxide Come From?

Carbon monoxide is an odorless, colorless gas that often goes undetected, striking victims caught off guard or in their sleep.

This "silent killer" is produced by burning fuel in cars or trucks, small engines, stoves, lanterns, grills, fireplaces, gas ranges, portable generators or furnaces. When the gas builds up in enclosed spaces, people or animals who breathe it can be poisoned. Ventilation does not guarantee safety.

The Consumer Product Safety Commission says about 170 people in the United States die every year from carbon monoxide produced by non-automotive consumer products, such as room heaters. So as the weather turns colder, it's important to take extra precautions.

Who is at Risk?

Exposure to carbon monoxide can result in permanent neurological damage or death, and anyone can be at risk.

The CDC says infants, the elderly, and people with chronic heart disease, anemia or breathing problems are more prone to illness or death, but carbon monoxide doesn't discriminate – especially if certain conditions are present.

In July 2015, for example, four young people and a dog were found dead of carbon monoxide poisoning inside a cabin in Maine. Authorities believe they went to bed without shutting off a gas-powered generator running in the basement.

How Can I Prevent Carbon Monoxide Poisoning in My Home?

Winter can be a prime time for carbon monoxide poisoning as people turn on their heating systems and mistakenly warm their cars in garages.

The National Safety Council recommends you install a battery-operated carbon monoxide detector in your home near the bedrooms. Check or replace the battery when you change the time on your clocks each spring and fall. The CDC offers these additional tips:

- Have your heating system, water heater and any other gas or coal-burning appliances serviced by a qualified technician every year
- Do not use portable flameless chemical heaters indoors
- Never use a generator inside your home, basement or garage or less than 20 feet from any window, door or vent; fatal levels of carbon monoxide can be produced in just minutes
- Have your chimney checked and cleaned every year, and make sure your fireplace damper is open before lighting a fire and well after the fire is extinguished
- Make sure your gas appliances are vented properly
- Never use a gas oven for heating your home
- Never let a car idle in the garage
- Know the symptoms of carbon monoxide poisoning

Steps to Take When Carbon Monoxide Alarm Sounds

The CPSC says never ignore a carbon monoxide alarm, and do not try to find the source of the gas. Instead, follow these steps:

- Immediately move outside to fresh air
- Call emergency services, fire department or 911
- Do a head count to check that all persons are accounted for
- Do not reenter the premises until emergency responders have given you permission to do so

Symptoms of Carbon Monoxide Poisoning

The U.S. Fire Administration has put together materials on the dangers of carbon monoxide. Included is a list of carbon monoxide poisoning symptoms. Low to moderate carbon monoxide poisoning is characterized by:

- Headache
- Fatigue
- Shortness of breath
- Nausea
- Dizziness

High level carbon monoxide poisoning results in:

- Mental confusion
- Vomiting
- Loss of muscular coordination
- Loss of consciousness
- Death



Symptom severity varies depending on the level of carbon monoxide and duration of exposure. Mild symptoms sometimes are mistaken for flu.

Keep the Heat on with HEAP

Erie County (716) 858-7644
Genesee Co. (585) 344-8501

Senior Services (716) 858-7870



HEAP

Home Energy Assistance Program (HEAP) helps low-income New Yorkers pay for their energy bills. If your bills are more than you can handle, HEAP may be able to help you heat your home.

HEAP May Be Able to Help You if Your Source of Heat is:

- Electricity
- Natural Gas
- Oil
- Coal
- Propane
- Wood/Wood Pellets
- Kerosene
- Corn

You May Be Eligible for a Regular HEAP

Benefit if:

- You and your household members are United States Citizens or qualified aliens - **and** -
- Your household's gross monthly income is at or below the current income guides for your household size. The guidelines can be found at: otda.ny.gov/programs/heap - **or** -
- You receive Supplemental Nutrition Assistance Program (SNAP) benefits - **or** -
- You receive Temporary Assistance - **or** -
- You receive Code A Supplemental Security Income (SSI Living Alone)

How Do You Apply?

You can apply for a Regular HEAP benefit the following ways:

- **In Person:** You can apply at your local department of social services or at many local community organizations - **or** -
- **By Phone and Mail:** You can call your local department of social services and ask them to mail you a HEAP application or you can download and mail-in a HEAP application* - **or** -
- **Online:** If you live outside New York City, you can visit: mybenefits.ny.gov to apply online

HEAP benefit amounts will vary depending on your household income and may be available even if your heat is included in your rent. You may be eligible for a regular HEAP benefit even if you have money in the bank, stocks, bonds or other resources.

If you qualify for HEAP, you may be eligible for Supplemental Nutrition Assistance Program (SNAP) benefits. You can check your eligibility and apply for SNAP at mybenefits.ny.gov.

What if You Have an Energy Emergency?

If you have an energy-related emergency, such as a utility termination notice or less than a quarter tank/ten-day supply of heating fuel, you can apply for a HEAP emergency benefit at your local department of social services. If you are eligible, a HEAP emergency benefit may be issued in addition to your regular HEAP benefit, if the regular benefit has been exhausted.

You May Be Eligible for a HEAP

Emergency Benefit if:

- Your income is at or below the current income guidelines, or you receive Family Assistance, Safety Net Assistance, SNAP or Code A Supplemental Security Income, and you do not have available liquid resources to meet the emergency - **and** -
- Your natural gas or electric heat is off or scheduled to be terminated - **or** -
- You are out of fuel (oil, kerosene, propane) or have less than a quarter tank of fuel - **or** -
- You are out of wood, coal, or other fuel source, or have less than a ten-day supply - **or** -
- Your electricity is necessary for your heating system to work and it is either terminated or scheduled to be terminated.

In addition to a HEAP grant, there are other simple steps you can take to stay warm and help manage your energy costs:

For information on programs that could decrease your energy costs, please contact the New York State Energy Research and Development Authority at 866-NYSERDA (866-697-3732) or visit: www.nyserda.ny.gov/residential If your home is in need of weatherization services, please contact the New York State Homes and Community Renewal at 866-275-3427 or visit: www.nyshcr.org/Programs/weatherizationassistance

NYS makes it easy for low-income New Yorkers to get HEAP benefits that help them pay for their heating bills.

The only way to know if you qualify is to apply.

To find out when HEAP benefits are available during the year, visit otda.ny.gov or call your local office.

A Program of the Office of Temporary and Disability Assistance

*Visit otda.ny.gov/programs/heap/apply for a list of local department contacts and the HEAP application.

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.