ESERVE 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

7:30 am - 4:30 pm

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 Saturday & Sunday CLOSED

Monday - Thursday **Office Hours**

Friday 7:30 am - 4:00 pm

Saturday & Sunday CLOSED

HOLIDAY SCHEDULE

Closed:

Memorial Day - May 26th

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 <u>FIRE EMERGENCY</u>, 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.

ANNUAL GAS USAGE STATEMENT The Annual Gas Usage Statement is only generated to customers who have maintained service with us for the period of one full calendar year. All customers who have had service with us for the period of January 2013 through December 2013 will find their Annual Gas Usage Statement enclosed with this newsletter. In this statement you will find the 2013 system average in comparison to your 2013 gas usage. If your annual gas usage is considerably higher or lower than the annual system average, please keep these factors in mind: Temperature, Length of Heating Season, Thermostat Setting, Insulation (including window and door areas), Using Additional Heat Sources (i.e. wood, coal & solar), House Location (i.e. wind), Size of Home, Number in Household We hope this information has been beneficial and we encourage you to call our office with any questions concerning vour Annual Gas Usage Statement.

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.

CONGRATULATIONS to the Winter Contest Winners: Shiloh Country Acres and Alden Village Estates.

Spring Newsletter Giveaway - Win, Win, Win by participating in the Reserve Gas Candy Jar Guess. Simply, come in to our office to pay your bill in full and take a gander at how many candies are in the jar. Place your guess on the Candy Jar Guess Entry Form and be entered in the drawing.

OFFICIAL RULES: On Monday, April 7th, 2014, we will determine contestant winner from all entries submitted. Winner will be determined by entry guess that is correct or the closest to the actual correct amount of candies placed in jar, prior to contest. If a tie results a random draw will determine sole winner. To be eligible, participant must come into the office, located at 13441 Railroad Street, pay their bill in full, unless customer has a credit balance, submit according payment stub with payment and fill out Candy Jar Guess Entry Form. One entry per customer please. A limit of one winner per year per customer or service address. If prize remains unclaimed for 30 days it will be added to the Summer Newsletter Giveaway. All employees, and their families of Alden Aurora or Reserve Gas are ineligible to participate in this contest.

15 Spring Home Maintenance Tips

Don't delay on these preventative measures:

- Inspect your roof.
- Clean your gutters.
- Clean or replace your HVAC filters.
- Clean your dryer vent.
- Check the washing machine fill hose.
- Clean and repair your screens.
- Clean decks, driveways, fences and other outside surfaces.
- Fix cracks in your walks, driveway and the outside of your home.
- Repair any cracked or peeling paint.
- Vacuum your refrigerator coils.
- Replace the batteries in your smoke detectors.
- Prepare your lawn mower for summer.
- Check seals around windows and doors.
- Clear vegetation around your AC compressor.
- Drain your water heater.

You'll probably need to dedicate a couple days to complete the list, but don't look at them as chores. View them as crucial preventative measures - *ones that will help you save on your utility* bills and avoid big repairs later on. It could be the highest paid work you'll do this week!

PLEASE READ:

Meter Maintenance Notification

During the months of March, and April we will be scheduling, at no cost to you, meter maintenance on all meters that have been in service for a period of seven years. Our staff will review all customer accounts against our Meter Record Log and disburse accordingly. 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 sladly 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 an 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 cruestions. regarding our yearly meter maintenance, please contact our office at (716) 937-9484.