CUSTOMER NEWSLETTER 2014 SUMMER EDITION Volume XII, Issue II

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
	Saturday & Sunday	CLOSED
Office Hours	Monday - Thursday	7:30 am - 4:30 pm
	Friday	7:30 am - 4:00 pm
	Saturday & Sunday	CLOSED

HOLIDAY SCHEDULE

Closed: July 4, 2014
Sept. 1, 2014

Know what's below. Call before you dig.

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.

Whether you're a contractor or a homeowner doing an outdoor project, having underground utilities marked is essential to protect yourself and others from injury and prevent damage to underground utility lines. Contact Dig Safely. New York at least 2 working days (not counting the day you call) but not more than 10 working days before you plan to start your project. Digging can be dangerous and costly if you don't have underground facilities marked before you start.

1. Plan for having underground utilities marked as part of all underground construction.
2. Mark out the area of construction.
3. Call Dig Safely. New York at 811 or 1-800-962-7962.
4. Provide adequate training and supervision on a jobsite to assure that good construction practices are followed.
5. Properly maintain all underground utility markings.
6. Hand dig in the area of underground facilities.
7. Provide adequate protection and support for underground facilities.
8. If our underground facilities are damaged or disturbed, notify Reserve Gas Company, Inc. at (716) 937-9484. We'll come right away to ensure the site is safe and make repairs if required.
9. Use and properly install suitable backfill material around underground facilities.

Whether you're a contractor excavating for a large project or a homeowner installing a mailbox, anyone who conducts earth moving activities should contact Dig Safely. New York before starting. It's free, it's easy and it's the law.

This months HOUSEHOLD TIP ...

Thank you to all customers who participated in our annual meter maintenance. We appreciate everyone's cooperation during this time. **Thank you.**

Propane Grill Safety Tips

- **DO** - Follow the grill manufacturer's instructions and keep written materials handy.
- **DO** - Keep the top of the grill open until you are sure it is lit.
- **DO** - Cover disconnected hose-end fittings with plastic bags or protective caps to keep a grill clean when it is not in use.
- **DO** - Store propane cylinders outdoors in an upright (vertical) position.
- **DO** - If you smell gas, safely turn off the cylinder valve, turning it to the right (clockwise). Immediately leave the area and dial 911 or call your local fire department. Before you use the grill again, have a qualified service technician inspect your cylinder.

Drum roll please …
the answer to our Spring Newsletter Giveway, how many candies are in the candy jar, is … *1,513* … CONGRATULATIONS to our Winners: Mr. Richard Dersam with a guess of 1,500 and Ms. Jennifer Walenka with a guess of 1,500.

Summer Newsletter Giveaway - Finally, summer is here and it is about time! This months contest will remind us of the beautiful days ahead. Write the word **SUNSHINE** on your payment stub or invoice. Return your stub or invoice with full payment by Monday, July 7, 2014 and be entered in drawing. It really is that easy, so why not give it a try. You never know you just might be the lucky one this month.

OFFICIAL RULES: Only accounts having a zero or credit balance, and have the word **SUNSHINE** written on their current payment stub or invoice will be eligible for entry in this drawing. The drawing will take place on Tuesday, July 8, 2014 at 9:00 a.m. One winner will be determined, awarded a prize, and notified by phone or mail. 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 Autumn Newsletter Giveaway. All employees, and their families of Alden Aurora Gas Co., Inc., and Reserve Gas Co., Inc., are ineligible to participate in this contest.

8 things you can do to protect your dog in the summer

1. Never, ever leave your dog in the car;
2. Make sure your dog has unlimited access to fresh water;
3. Make sure your dog has access to shade when outside;
4. Take walks during the cooler hours of the day;
5. When walking, try to stay off of hot surfaces (like asphalt) because it can burn your dog's paws;
6. If you think it's hot outside, it's even hotter for your pet – make sure your pet has a means of cooling off;
7. Keep your dog free of external parasites (fleas, ticks) & heartworms – consult your veterinarian about the best product for your pet;
8. Consider clipping or shaving dogs with long coats & apply sunscreen to your dog's skin if he/she has a thin coat.

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.