CUSTOMER NEWSLETTER 2015 *SPRING EDITION* *Volume XIII, Issue I*

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
	Saturday & Sunday	CLOSED	Closed:
Office Hours	Monday - Thursday	7:30 am - 4:30 pm	Memorial Day
	Friday	7:30 am - 4:00 pm	Monday, May 25, 2015

811 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.

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 10th. Your first budgeted payment will be due on August 3rd. 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.

BAD CHECKS POLICY Anyone knowingly issuing a bad check may be immediately shut off without any notification. To reinstate service you will be responsible for making immediate restitution in cash or money order for the full amount received NSF, late fees, reconnection fee (if applicable), and a NSF charge. If consecutive bad checks are submitted you will no longer be able to pay your gas service by check. At that time, we will only accept cash or money order. This will remain in full force for the period of at least 1 year & until your account is in good standing with us. In addition, the authorities may be notified. Issuing a bad check is a criminal matter. This offense is a "B" Misdemeanor and punishable by facing up to 90 days in jail with a maximum fine of $500.00.
If, at any point, you are unable to make a payment on your gas account, please contact our office immediately, as payment arrangements may be available. We will make every effort to ac-

ARE YOU WORKING BUT HAVING A HARD TIME MAKING ENDS MEET?
CHECK YOUR ELIGIBILITY FOR A WIDE RANGE OF WORK SUPPORTS AT:
https://www.mybenefits.ny.gov/

IT'S QUICK, EASY AND CONFIDENTIAL!

Philosofact:
An auction is a place where, if you aren't careful, you'll get something for nodding.

This months HOUSEHOLD TIP ...

Deodorizing Plastic Food Containers

To remove persistent smells from plastic food containers, seal a ball of newspaper inside for a few days.

PLEASE READ

Dear Customers,

Re: Meter Maintenance Notification

During the months of April, and May 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 gladly 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 - 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 questions, regarding our yearly meter maintenance, please contact our office at (716) 937-9484.

Sincerely,

Reserve Gas Company, Inc.

ASK FOR IDENTIFICATION
For your safety, all Reserve Gas representatives carry a photo identification card. If the card is not clipped on their clothing for easy viewing, ask to see it. If the representative displays proper ID, please let him/her complete the job. If you are suspicious or have questions, contact us immediately at (716) 937-9484. If you feel there might be a problem, call your local police.
METER READING
To ensure accurate billing, we read meters at monthly intervals. It's important that we are able to access the meter at your residence for readings, inspections and maintenance. Please, whenever possible, keep a path to the meter clear of debris, bushes and snow. Also, please make sure that dogs are inside or tied up well away from the meter.
PIPELINE ACCESS AND SECURITY
Pipeline right-of-ways must be kept free from structures and other obstructions to provide access to the pipeline for maintenance and in the event of an emergency. If a pipeline crosses your property, please do not plant trees or high shrubs on the right-of-way. Do not dig, build, store or place anything on or near the right-of-ways without first having the pipeline marked and the right-of-ways staked.
Additionally, if you witness suspicious activity on a pipeline right-of-way, please report it to the authorities, or call our emergency number.