CUSTOMER NEWSLETTER 2016 SPRING EDITION Volume IX, 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
Office Hours	Monday - Thursday	7:30 am - 4:30 pm
	Friday	7:30 am - 4:00 pm
	Saturday & Sunday	CLOSED

HOLIDAY SCHEDULE - CLOSED
Monday, May 30, 2016

*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.

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.

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.

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.

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 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.

The Old Farmer's Almanac Tips:

1. Storing Potatoes For Best Flavor - Store potatoes in a cool, dark place. Excessive brightness turns them green and affects their taste negatively.
2. Skin-y Dipping - When bathing, avoid steaming-hot water or lengthy immersions, which will strip your skin of its natural oils.

Furnace Maintenance - Save on utility bills and head off carbon monoxide problems with these tips.

The risk of carbon monoxide gas leaks is why it's so important to have professionals inspect your furnace once a year. They can find problems before they become dangerous. And besides cutting the risk of carbon monoxide problems, keeping your furnace well maintained can save as much as 10% a year on your heating costs.

Between annual checkups, there are a few things you can do to stay on top of burning furnace issues:

- Replace the air filter regularly and keep the fan compartment door tightly sealed. That way the furnace won't have to work as hard.
- Use a flashlight to inspect the furnace for burned or damaged wiring. Have damaged wiring repaired as soon as possible.
- Make sure the furnace flue is connected securely to the masonry or metal utility flue. A leak could allow carbon monoxide gas to escape.

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Top Ten Fuel Saving Tips

1. Avoid High Speeds - As your speed increases, your aerodynamic drag increases in an exponential fashion. Driving 62 mph (100 km/h) vs 75 mph (120 km/h) will reduce fuel consumption by about 15%.
2. Do Not Accelerate or Brake Hard - By anticipating the traffic and applying slow steady acceleration and braking, fuel economy may increase by as much as 20%.
3. Keep Tires Properly Inflated - Keep tire air pressure at the level recommended by your vehicle manufacturer. A single tire under inflated by 2 PSI, increases fuel consumption by 1%.
4. Use A/C Sparingly - When the air conditioner is on it puts extra load on the engine forcing more fuel to be used (by about 20%). The defrost position on most vehicles also uses the air conditioner.
5. Keep Windows Closed - Windows open, especially at highway speeds, increase drag and result in decreased fuel economy of up to 10%.
6. Service Vehicle Regularly - Proper maintenance avoids poor fuel economy related to dirty air filters, old spark plugs or low fluid levels.
7. Use Cruise Control - Maintaining a constant speed over long distances often saves gas.
8. Avoid Heavy Loads - Remove the sand bags from your trunk in the spring and pack lightly for long trips.
9. Avoid Long Idles - If you anticipate being stopped for more than 1 minute, shut off the car. Restarting the car uses less fuel than letting it idle for this time.
10. Purchase a Fuel Efficient Vehicle - When buying a new vehicle examine the vehicle's rated fuel efficiency. Usually choosing a small vehicle with a manual transmission will provide you with great fuel economy.

Source: GasBuddy.com