

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 - CLOSED
Office Hours	Monday - Thursday	7:30 am - 4:30 pm	Monday, May 29, 2017
	Friday	7:30 am - 4:00 pm	
	Saturday & Sunday	CLOSED	

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 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 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 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.

The Old Farmer's Almanac Tips:

1. Great Grout - To clean tile grout, put 3 cups of baking soda into a bowl and add 1 cup of warm water. Mix into a smooth paste and scrub into grout with a sponge or toothbrush. Rise thoroughly.
2. Vim and Vinegar - To clean a shower curtain liner, scrub it with a sponge dampened with vinegar.
3. Spring-Cleaning? Beat area rugs from the wrong side, then wipe the right side with a damp cloth.
4. Snap Out of it - To put the **snap** back into crackers, corn chips, or other crispy snacks, spread them on a baking sheet, bake at 250°F for 15 minutes, cool and serve. Place leftovers in an airtight container.
5. To Keep the Chew - Store soft cookies in containers with tight lids to retain moisture. Add an apple slice if necessary to increase humidity.
6. To Ripen or Not to Ripen - To hasten the ripening of bananas, put them in a brown paper bag with an apple. To slow the ripening, disconnect the bananas from each other and store them in a cool place away from other fruit.

spring CLEANING www.simplykierste.com

checklist

kitchen

- ☐ clean out fridge & freezer
- ☐ clean oven
- ☐ remove & clean stove burners & knobs
- ☐ clean out & wipe down drawers & cupboards
- ☐ discard old spices
- ☐ mop floor & baseboards on hands & knees
- ☐ wipe down top of fridge
- ☐ clean behind fridge, if possible

bedrooms

- ☐ wash all bedding, including mattress pads, bedskirts, and comforters
- ☐ replace or wash pillows
- ☐ go through closets, switch out seasonal clothing
- ☐ rotate & flip mattresses, if necessary

laundry room

- ☐ clean behind washer & dryer
- ☐ remove front lint plate and clean thoroughly

general

- ☐ dust ceiling fans
- ☐ dust ceilings and corners of walls
- ☐ dust/clean vents & fans
- ☐ clean blinds
- ☐ wash windows, inside & out
- ☐ vacuum out windowsills, rinse screens
- ☐ dust/clean all light fixtures
- ☐ wash walls & baseboards
- ☐ vacuum or wash draperies & curtains
- ☐ wash or beat rugs
- ☐ wash down doors & light switch plates
- ☐ clean/shampoo carpets
- ☐ change air filter
- ☐ safety inspection: smoke & carbon monoxide detectors, fire extinguishers
- ☐ vacuum out couches & chairs
- ☐ vacuum/use lint roller on lamps
- ☐ vacuum out sliding glass door tracks
- ☐ clean out medicine cabinets, safely discard old prescriptions