



RESERVE GAS COMPANY, INC.,

13441 Railroad Street,

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

HOLIDAY SCHEDULE - CLOSED

Monday, May 28, 2018

*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

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**



Home Energy Assistance Program

HEAP can help keep your heat on. Don't wait until you can't manage your home heating costs. Assistance with paying your winter bills is available to income eligible customers. For income guidelines and how to apply, visit www.mybenefits.ny.gov or call Reserve Gas Company at (716) 937-9484. All customers may apply by mail. You may also apply in person at your local Department of Social Services. HEAP closes Friday, April 27, 2018, so don't delay!

8 Home Remedies To Combat Dry Skin

Cold weather can be tough on your skin. As soon as the heat goes on, skin dries up. Low humidity during the winter, both inside and outside, enhances the drying effect on your skin, as does exposure to the colder elements of the season's weather.

When your skin becomes cold, blood vessels that supply your skin become constricted. This reduces the amount of blood that goes to the skin, sweat glands, and other oil-producing glands in your body. As a result, the water content of your skin is depleted causing skin cells to become dry on both the inside and outside. While you may not feel as thirsty in the winter as you do the summer, it is important to stay hydrated. A regular exercise routine will help keep your skin hydrated year-round too.

Try these 8 easy and inexpensive home remedies:

1. Potatoes. Grate 1 or 2 small potatoes and soak them in olive oil for twenty minutes. Place the potato/oil mixture on your dry hands, and leave it on for at least 10 minutes, then rinse your hands to clean them of the potatoes.
2. Olive Oil. Dab a thin layer of olive oil all over your dry skin. This works well as a moisturizer. You can also try coconut oil, or avocado oil, which are excellent for the skin.
3. Honey. Honey works really well for chapped, cracked lips. Apply a little honey to your dry lips in the evening and you'll wake up to smoother, softer lips. Honey also helps soothe cracked heels and rough elbows.
4. Baking soda. Try adding a little baking soda to your dishwater. It is less harsh on your skin than commercial dish soap. Adding baking soda to a bath also does wonders.
5. Water. In addition to drinking it, try putting some water on your wood stove or regular stove to help raise the humidity in your home. Be sure to keep enough water in the pot.
6. Douse while you're still damp. Applying lotion or oil to damp skin is best bet for retaining moisture. When you get out of the bath or shower, pat, don't rub, to get rid of just enough water so you don't leave a wet trail. Then rub on your lotion and work it into the skin. This will help seal in the moisture.
7. Go bananas! Mash a banana with a fork and apply as a thick coat on affected area. Leave for 15-20 minutes, then wash off with warm water.
8. Think natural. Instead of buying a moisturizer, try using Vitamin E oil, jojoba oil, or aloe vera for your hands and legs. Lavender oil is one of the best moisturizing oils, simply add a few drops to your bath water. You can also

CONTEST: Stop into our office and make a donation to a local animal shelter, Joyful Rescues, for a chance to win a prize! ***Ex. Liquid Laundry Detergent, Clorox Bleach, Floor Cleaner, Multi-Surface Cleaner, Paper Towels, Dog Toys, Soft Dog Treats (Made in USA, please), Can Dog Food, Cat Litter, Newspapers, Collars, Leashes, Blankets (New or Used), Bath-Size Towels (New or Used), money, etc. ***
OFFICIAL RULES: Only accounts having a zero or credit balance and make a donation will be eligible for entry in this drawing. The drawing will take place on Tuesday, April 2, 2018 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 Summer Newsletter Giveaway. All employees, and their families of Alden Aurora Gas Co., 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.

PLEASE READ

Dear Customers,

Re: Meter Maintenance Notification

Beginning this month and continuing thereafter until completed 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.

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. Vehicles are properly identified with our company decal. 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