



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
	Friday	7:30 am - 4:00 pm
	Saturday & Sunday	CLOSED

HOLIDAY SCHEDULE - CLOSED
Monday, May 27, 2019

*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 receive 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.

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 26, 2019, so don't delay!



Spring Cleaning tips

Remove water stains with lemon for a natural faucet fix: This spring, make faucets clean and sparkly by rubbing a lemon half on the water stains. The citric acid helps remove hard water marks. Then, use the other half of the lemon for our next tip.

Clean your microwave by heating lemon juice and rinds in water: Cut a lemon into halves, squeeze the juice into 1/2 cup of water and drop the rinds into the mixture. Microwave for three minutes and let it stand for five minutes without opening the door. The trapped steam will loosen the grime, so you can wipe the microwave clean with less elbow grease.

Use white vinegar to beat shower head buildup: Looking for more natural ways to clean your bathroom? Vinegar can dissolve the mineral deposits accumulate in showerheads over time, causing reduced pressure and water flow. Fill a plastic bag with white vinegar, secure it over the showerhead with a rubber band and leave it overnight to get rid of buildup. Just be sure to run the shower before you hop in, or you risk smelling like vinegar all day.

Clean stainless steel sinks with baking soda: Simply wet your sink and faucet, sprinkle baking soda, and scrub with a sponge. If you need more heavy-duty scrubbing power, add salt to the baking soda.

Use newspaper to clean dirty windows and mirrors: Mix 1/4 cup of white vinegar, 2 cups of water and 2 teaspoons of liquid soap into a spray bottle. Spray the mixture onto the glass and scrub with newspaper for a streak-free window or mirror. The ink acts as a mild abrasive and allows you to make use of old newspapers.

Organize your fridge and cabinets with rotating turntables: Don't limit rotating turntables and lazy susan to your tabletops. After discarding old condiments and spices, organize your pantries and refrigerator with this useful storage hack.

Place a wet dryer sheet on your ceramic stovetop to remove burnt-on residue: Dryer sheets are non-abrasive and a great way to remove burnt-on food from your stove. Place the wet dryer sheet on your stovetop at least 15 minutes before rubbing the gunk away.

Clean your grill with an onion: Get your grill cleaned up and ready for the warm weather. First, heat it up and spray some white vinegar onto the grates to help loosen the residue. Then, scrub the area firmly using half an onion. The acid from the onion will rid your grill of any leftover remnants.

Ref/By: Good Housekeeping

CONTEST: Stop into our office and make a donation to a local animal shelter, Batavia Animal Shelter, for a chance to win a prize!

***Ex. kitten food, canned dog and cat food, dry dog and cat food, paper towels, throw rugs, small fleece blankets, small throws, (no sheets, mattress pads or large comforters), non-clumping cat litter, newspaper, magazines, office paper, cat litter boxes (no small ones) dog collars and leashes, cat toys (any), paper grocery bags, money, etc. **OFFICIAL RULES:** Only accounts having a zero or credit balance and make a donation will be eligible for entry in this drawing. 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., and Reserve Gas Co., Inc., are ineligible to participate in this contest.

Our last contest winner was: **WALTER & SHARON A. JASTRZAB**

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 5th. 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.

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. 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 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.