ESERVE 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

<u>Company Hours</u> 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 HoursMonday - Friday7:00 am - 3:30 pmHOLIDAY SCHEDULE- Closed from NoonOffice HoursMonday - Thursday7:30 am - 4:30 pmto 1:00 pm on 06/05/15 & 08/28/15

Friday 7:30 am - 4:00 pm - Closing at Noon on 07/17/15

- Closed 07/03/15 & 09/07/15



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 <u>FIRE EMERGENCY</u>, 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.

HELPFUL PAYMENT TIP REMINDERS

- Bills are due upon receipt with a 23 day grace period.
- When paying bill online, please pay 14 days before the Date Due to ensure enough time for bank processing and mail delivery.
- Pay your bill at Reserve Gas. After hours, when security gates are closed, proceed through walkway to access Night Depository Drop Slot located in front of our building.
- Both Alden State Bank locations <u>ONLY</u> accept <u>ON TIME</u> payments. Bring bill stub (smaller portion) along with payment to a teller.
- Alden PO has 24 hr. accessibility. Address envelope to our PO Box 207 & drop payment in the local slot.

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.

Stay Cool This Summer While Saving Energy If you use air-conditioning, set your thermostat as high as comfortably possible in the summer. The less difference between the indoor & outdoor temperatures, the lower your overall cooling bill will be. Don't set your thermostat at a colder setting than normal when you turn it on. It will not cool your home any faster & could result in excessive cooling & unnecessary expense. If you're shopping for an air conditioner, look for the Energy Star and Energy Guide labels. Consider a whole-house fan or evaporative cooler if appropriate for your climate. Remember that insulation & sealing air leaks will improve energy performance & comfort in summer by keeping cool air inside.