## CUSTOMER NEWSLETTER 2016 SUMMER EDITION Volume IX, Issue II

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<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 Hours Office Hours Monday - Friday Monday - Thursday Friday Saturday and Sunday

	HOLIDAY SCHEDULE -
7:30 am - 4:30 pm	
7:30 am - 4:00 pm	Monda
CLOSED	

<u>LE</u> - CLOSED Monday, July 4th Monday, September 5th



Know what's **below. Call** before you dig. 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.

## **CONGRATULATIONS to our Spring Drawing Winner Mr. Wayne P. Schwach.**

## The Old Farmer's Almanac Tip:

1. Hidden From View - Humans can't see ultraviolet light, right? Wrong! While it's true that the lenses in our eyes filter out UV light so that we don't normally see it, folks with no lens in one or both eyes are able to see these wavelengths as pale blue or pale purple light. Artist Claude Monet had this ability.

**Not-Sufficient-Funds Check** is a check that a bank refuses to honor because there is not enough money in the payer's checking account to cover the amount of the check. For example, if Joe (payer) writes Reserve Gas a check for \$200, but there is only \$175 in Joe's account, then Joe has written a not-sufficient-funds check and the bank will refuse to transfer the funds to Reserve Gas's account. It is also called an NSF check, a bad check or a returned check. Once a NSF check is received the bank will contact said parties. **Reserve Gas will immediately notify customer to arrange for replacement funds (cash or money order only), which will include an additional \$20.00 fee per returned check. If we consistently receive bad checks all payments to us will be required in cash or money order for a period of 1 year/12 payments. Please be aware that anyone knowingly passing a bad check can be prosecuted. If your having payment difficulties, please contact our office immediately to discuss alternative payment options.** 

**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.

**ENERGY STAR Home Energy Yardstick** - If you have five minutes and your last 12 months of utility bills, use the ENERGY STAR Home Energy Yardstick to compare your home's energy efficiency to similar homes across the country and get recommendations for energy-saving home improvements from ENERGY STAR. You will also need to enter some basic information about your home (such as zip code, square footage, and number of occupants). If you don't have your bills, contact Reserve Gas for a 12-month summary. To get started visit:

 $https://www.energystar.gov/index.cfm?fuseaction=HOME\_ENERGY\_YARDSTICK.showGetStarted$