



Prevent Frozen Pipes! If you've ever had your pipes burst in the winter, you already know it can be devastating to your home. Far beyond the cost of replacing the pipes is the expense and heartache of restoring or replacing structures and personal belongings damaged by the deluge. If you haven't yet been among one of the 250,000 people each to suffer the consequences of frozen pipes, consider yourself blessed!

Pipes can burst when the water inside of them drops below freezing. As you probably learned in science class as a kid, water expands when it freezes, which is a big problem if it's in an enclosed space with nowhere to go. You may be surprised to learn, though, that most breaks don't occur where the ice forms. Instead, the pipe usually ruptures between the ice and your faucet. The ice expands, pushing the water toward the faucet, but because the faucet is closed, the water has nowhere to go. The pressure builds up until KABLOOEY! Soon, water begins to gush out, soaking your floors, walls, carpeting, furniture, family heirlooms ...

Fortunately, whether you've had to deal with this unpleasant situation or not, you can prevent your pipes from bursting in the future by taking a few simple steps.

- Insulate your pipes. Many newer homes have their pipes securely concealed within insulated walls and floors. If you have exposed pipes in your home, though, be sure to wrap them with electrical heating tape or rubber insulation. Then cover their entire length with a sheet of fiberglass insulation for good measure. These inexpensive items can all be purchased at your local hardware store.
 - Turn off your water. If you plan to be away from home for more than a day – or even overnight during a brutal cold spell – shut off your home's water at the main valve and bleed your pipes dry by opening your faucets until they are empty. The minimal amount of water left in your pipes won't be able to expand enough to cause a break.
 - Leave your heat up. As costs for heating fuel rise, many people try to save money by lowering the temperature in their homes while they are out or turning off the heat in unused rooms. These are excellent strategies for saving money and energy, but don't take them too far. Turning your heat down much below the upper 50s can be a recipe for trouble. Remember that the thermostat measures the temperature in a specific room. Outlying areas of your home-especially unheated rooms, closets, and crawl spaces – can be much colder than that. If you know an unused room has water pipes traveling through it, don't seal it off. Open the door and allow the heat to circulate inside.
 - Open your cabinet doors. Most kitchen plumbing abuts outside walls, which can be very cold. To keep the temperature up, open up the cabinet doors beneath your sink. Likewise, if your bath or shower pipes are accessible through a closet, keep this door open at night or when you aren't home.
 - Let your faucets drip. You may have heard that, if you let your faucets drip in the wintertime, the movement of the water will prevent your pipes from freezing. This is not strictly true. Even a roaring river will freeze if the temperature is cold enough, and a little drip in your faucets won't make much difference one way or the other. But, if you are worried that your pipes may freeze on a particularly cold night, and you don't have time to insulate, leaving your faucets open a little bit can prevent your pipes from bursting by relieving the pressure inside the pipe. Of course, this option wastes water and money, and should be used only as a last resort.
- If you do find that your pipes have frozen, but haven't yet burst, you can try to thaw them with a hair dryer. Open up your tap and continue blowing hot air along the length of the pipe until the water starts flowing again. Never use a lighter or other open flame to heat a frozen pipe! If the hair dryer doesn't work, call a plumber. The above article by Jaime McLeod

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

HOLIDAY SCHEDULE
Closed: 12/23/26, 12/26/11,
 12/30/11, 01/02/12,
 and 02/20/12.



KNOW WHAT'S BELOW. CALL BEFORE YOU DIG. IT'S FREE, IT'S EASY, AND IT'S THE LAW. CALL 811 BEFORE YOU DIG!

C a r b o n M o n o x i d e - K n o w t h e H a z a r d s

Tips on proper maintenance and operation of dangerous carbon monoxide producers to help you avoid illness and death:

1. Never run generators in indoor spaces, such as garages, basements, porches, crawlspaces or sheds, or in partly-enclosed spaces such as carports or breezeways. Generators should only be operated outside, far away from and downwind of buildings.
2. Never use a gas range or oven for warmth. Using a gas range or oven for warmth can cause a buildup of toxic carbon monoxide (CO) inside your home, cabin, or camper.
3. Never use a charcoal grill or a barbecue grill in your home or garage. Using a grill indoors will cause a buildup of toxic CO.
4. Never start up or run any gasoline-powered engines (mowers, weed trimmers, snow blowers, chain saws, generators or other small motors) in enclosed spaces.
5. Never use a stove or fireplace unless it is properly installed and vented. Annually, have it inspected and have oil and gas heat and hot water systems serviced.
6. Never run your car or truck or motorcycle inside a garage that is attached to a house or in a detached garage with the garage door shut; open the door to remove CO and other toxic gases in the exhaust.

What is carbon monoxide? Carbon monoxide (CO) is a poisonous gas that can kill you in minutes. It is invisible, tasteless, odorless and non-irritating. It is produced from burning fuels such as wood, oil, natural gas, propane, gasoline and kerosene.

Symptoms of CO poisoning - CO is known as the "silent killer". It can prevent the body from getting oxygen. Symptoms can be flu-like: nausea, headache, dizziness, shortness of breath, sleepiness, weakness. In large amounts, CO can cause loss of consciousness, brain damage or death.

Do you suspect CO poisoning?

- **Open** all windows and doors.
- **Get Out** of the building and into the fresh air.
- **Call** the fire department from outside the building.
- **Call** Reserve Gas Company, Inc. at (716) 937-9484 from outside the building.
- **Call 911** if you or someone else is experiencing symptoms, or take the ill person to the emergency room. Tell the physician you suspect CO poisoning.



Have Emergency Phone Numbers Ready

Fire Department:

Reserve Gas Company, Inc.: (716) 937-9484

Health Care Provider:

**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.

CO Detectors

- Install a CO detector which is battery-powered or has a battery back-up, and is certified by Underwriters Laboratories (UL).
- Carefully follow manufacturers' installation, use, maintenance and replacement instructions.
- Check the CO detector batteries twice a year.
- If the alarm sounds, get out of the building.
- Don't let having a CO detector lull you into a false sense of security. **Preventing** the problem is better than relying on an alarm.
- When were the batteries last replaced?