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

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:

HOLIDAY SCHEDULE Field Crew Hours Monday - Friday 7:00 am - 3:30 pm

> Saturday & Sunday CLOSED

Closed: Dec. 25, Dec. 26, Monday - Thursday Jan. 1, Jan. 2 and Feb. 16 7:30 am - 4:30 pm Office Hours

> Friday 7:30 am - 4:00 pm



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.

METER MAINTENANCE - Reserve Gas owns, maintains and uses its gas meters to measure how much natural gas you use. A Reserve Gas representative will visit your home to read the meter on or about the end of every month. It is imperative that they have easy access to the meter at all times. It is your responsibility to keep a clear path up to and around the meter, be aware of ice build-up and carefully remove icicles from meter area. For your own protection, please refrain from affixing any holiday lights, etc... to the meter. If at anytime you discover meter damage, hear or smell gas, contact us immediately at (716) 937-9484. Once again, we welcome your continued cooperation, as we value your safety.

Winter Storm Safety Tips:

- When calling the Reserve Gas Emergency Call System it is imperative you listen carefully to the prompts, answer all questions in a firm voice and that you provide the exact details for your call.
- Keep furnace vents, intake valves and chimneys free of snow and ice in order to keep the heat on and prevent carbon monoxide poisoning. The build-up may cause your furnace pilot light to go out. If this happens you will need to contact a heating contractor for service, as Reserve Gas is not responsible for your furnace.



- Check your local TV or radio station for up-to-date information including any closings. In addition, you can access our website at www.reservegascompany.com for information about our business during a storm.
- Never use a generator, grill, camp stove or other gasoline, propane, natural gas or charcoal burning devices inside a home, garage, basement, crawlspace or any partially enclosed area. Locate unit away from doors, windows and vents that could allow carbon monoxide to come indoors. Keep these devices at least 20 feet from doors, windows and vents.
- Natural Gas is odorless, so as a safety precaution, we add a substance to give natural gas a "rotten egg" smell. This distinctive scent allows you to smell a potential leak if it occurs. If you smell a natural gas odor: - Do not use any devices that might create a spark, such as light switches, phones, flashlights or electric appliances, including computers. A spark could ignite the gas. - Immediately have everyone leave the house. - Go to a nearby phone and call the Reserve Gas Emergency hotline at (716) 937-9484 to report the odor. - Keep everyone away from the building until given the "all clear" from a gas company employee. - Remember: Never try to find the leak yourself.

CONGRATULATIONS

To our Winners of the Autumn Newsletter Giveaway: **Bennett** Manufacturing Company, Ms. Pat Miller and Mr. Robert W. Weber.

This months

HOUSEHOLD TIP ... Keep Potatoes From Sprouting

To keep potatoes from sprouting, place an apple in the bag with the potatoes.