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 Hours Office Hours Monday - Friday Monday - Thursday Friday

 7:00 am - 3:30 pm
 HOLIDAY SCHEDULE
 - CLOSED

 7:30 am - 4:30 pm
 December 24 and December 25

 7:30 am - 4:00 pm
 December 31 and January 1, 2016

Always Remember these Important Safety Tips:

- Have at least one working carbon monoxide detector for each level of your home.

- Gas appliances should have a clear, steady blue flame. Small occasional amounts of yellow and orange are normal. The only exception is a natural gas fireplace designed to have yellow flames.

- Never use a gas oven or range top as a space heater.

- Never cover the temperature controls, air openings, or vents of an appliance.

- Keep range and oven burners clean. Never line the oven completely with foil.

- Never try to repair or install a gas appliance yourself. Never let a home handy-person try to do the job for you.

- Water can damage the internal safety mechanism in the gas controls of an appliance. If you suspect water damage, have a trained technician replace them immediately.

- Turn off gas fireplaces and space heaters before going to bed or leaving home. They're not intended as a main source of heat.

- Gas appliance connectors (the flexible, corrugated metal tubing) should be checked by a qualified appliance service contractor periodically. Connectors can become hazardous due to deterioration, excessive movement, bending, or corrosion. Connectors made 30 to 40 years ago may be risky.

- Never attach electrical grounding wires to gas piping.

- Set water heater thermostats to 125 degrees or lower to prevent scalding.

- Keep the space around furnaces and water heaters clean and clear of build-up, rags, newspapers, and other debris.

- Never store combustibles such as gasoline, aerosol cans, paint, solvents, household cleaners, pool chemicals, or similar products near any fuel-burning equipment.

- Be cautious using products such as paint strippers, glues, rubber cement, varnishes, turpentine, cleaning fluid, and floor finishing products. They give off vapors that can be ignited by any flame source, such as a burner pilot light. Vapors can also corrode metal vents and appliance combustion chambers. Turn off all gas appliances when using these products and keep the space well ventilated with exhaust fans or plenty of fresh air.

- Be aware of where gas (and other utility) lines are buried, especially when working in your yard. *Always call before you dig 811*

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.

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.

Stay Warm During Severe Cold Weather

Extreme cold can cause a number of health problems for employees during the winter months. Hypothermia and frostbite are just two conditions that may affect workers if the proper precautions are not taken.

Hypothermia occurs when a person's core body temperature drops below 95°F. The condition is considered mild if a person's core temperature is between 90 and 95°F. A person with mild hypothermia may show symptoms such as uncontrollable shivering, loss of dexterity, pale and cool skin, and incoherence.

Treating Mild Hypothermia

Start to treat mild hypothermia by moving the worker to a warm, dry environment. To prevent further heat loss cover their head and neck and provide extra clothes or blankets. Give the worker high-energy foods and warm liquids that do not contain caffeine or alcohol. Be sure to consult a physician as soon as possible.

Severe hypothermia occurs when a person's core body temperature falls below 90°F. At this temperature, shivering stops and blood pressure, heart rate and respiration begin dropping. Symptoms of severe hypothermia include slurred speech, confusion, shallow breathing, unusual behavior and a slow, irregular heartbeat. In extreme cases, someone with severe hypothermia may not look alive.

Treating Severe Hypothermia

Severe hypothermia demands immediate medical attention. Mild heat (comfortable to touch at the elbow) should be applied to the worker's head, neck, chest, armpits and groin. Attempt to keep the victim conscious. As much as possible, prevent them from moving. Movement circulates cold blood back to the heart and can worsen the worker's condition.

People suffering from hypothermia should avoid smoking and stimulants such as caffeine and alcohol. Smoking decreases circulation to the extremities. Caffeine stimulates the heart and may cause it to circulate cold blood. Although alcohol can make a person feel warm, it actually causes the body to lose heat.

Frostbite is frozen and sometimes dead tissue that is caused by prolonged exposure to cold temperatures, usually below freezing. The extremities of the body (ears, nose, fingers, hands, toes and feet) are most often affected because the body reduces blood flow to them in an effort to maintain its core temperature.

Frostbite usually causes the skin to look pale or blue. In extreme cases, the skin may turn black. The skin will generally feel cold and numb, and may be either stiff or rubbery. Severe frostbite may cause blisters to form.

Treating Frostbite

Contrary to common belief, one should NEVER rub areas affected by

frostbite. Rubbing actually increases the tissue damage. Instead, move the worker to a warm, dry area. Submerge the affected area in warm water (100 to 104°F) until it becomes red. Be sure to consult a physician as soon as possible.

Dressing for Extreme Cold Weather

If workers must be outside in cold weather, they should dress in layers, including a hat, gloves and insulated boots. The inner layer of clothing should transfer moisture away from the skin (e.g., polypropylene or similar material), the middle layer should provide insulation and warmth (e.g., polar fleece or wool), while the outer layer should prevent wind, rain and snow from getting in. Air between the layers will provide additional warmth.

Staying dry in cold weather is crucial to avoiding hypothermia. If a person does get wet, quickly move the individual to a warm, dry area. Remove the wet clothing and cover the individual with dry clothes or blankets.

Nutrition is a critical part of combating hypothermia. The body needs food to sustain its core temperature. On cold days, workers should eat well-balanced meals rich in complex carbohydrates. The dry air in cold conditions can also cause dehydration, so it is important to drink plenty of fluids regularly.

