



CUSTOMER NEWSLETTER 2016

WINTER EDITION Volume IX, Issue III



RESERVE GAS COMPANY, INC., 13441 Railroad St., PO Box 207, Alden, NY 14004-0207

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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
Office hours Monday - Thursday 7:30 am - 4:30 pm
 Friday 7:30 am - 4:00 pm
 Saturday and Sunday CLOSED

HOLIDAY SCHEDULE - CLOSED
 Friday, December 23, 2016
 Monday, December 26, 2016
 Friday, December 30, 2016
 Monday, January 2, 2017
 Monday, February 20, 2017

The Old Farmer's Almanac Tip: Layered Look - When outdoors in winter, wear layers...

- The inner layer should fit closely and drawn moisture away from your skin yet still insulate.
- The middle layer should wick moisture away from the inner layer. It should also insulate and fit a bit loosely.
- The outer shell should be waterproof or -resistant yet somewhat breathable; windproof is a plus.

The Tools of Winter Protection

Burlap—An old-fashioned workhorse, used to block the wind or deter deer. Some people drive stakes in the ground and staple the burlap to it. A direct wrap around the arborvitas may help some, but deer and weather can shred the fabric. If you're warding off salt, don't let burlap touch the plant since the salt penetrates.

Snow fence—A fine wind barrier or deer fence (although they can leap it).

Deer netting—This may help, but they can do a lot of nibbling through the net. Fasten it to tall stakes for better odds of slowing them.

Wooden tepees made of pallets or planks—A good way to protect a foundation shrub from ice and snow falling off a roof. (Next time, plant out beyond the gutter.)

Plastic—Do not use to wrap shrubs, or even as a wind or salt barrier near plants. Plastic overheats plants in winter sunshine, with harmful consequences.

Antidesiccant sprays—Usually applied in late fall and January thaws; read the labels.

Tree wraps—Available as tubes or soft wraps; remove in spring. Combine with animal repellants.

Deer and rabbit repellants—Effective, mostly, unless the animals are desperate enough to ignore them. Repeat applications. Homemade versions (eggshells, garlic, scented soap, dryer strips, etc.) may help, too.

Shrub Coat products—Extremely effective. Invented in WNY, these tepees, sacks, tunnels, and wind barriers are made from a tough fabric that can survive severe wind, salt, and deer teeth. The light and rain get through, and the plants come out healthy. The products may seem expensive but are a fine, long-lasting landscape investment.

Buffalo Spree By Sally Cunningham

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 **FIRE EMERGENCY**, 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.



Safe Digging Is No Accident:

Always Call 811 Before You Dig!



Clean and Tune Benefit

The HEAP Clean and Tune benefit opens August 1, 2017.

Eligible households can receive energy efficiency services, which includes the cleaning of primary heating equipment, but may also include chimney cleaning, minor repairs, installation of carbon monoxide detectors or programmable thermostats, if needed, to allow for the safe, proper and efficient operation of the heating equipment. Benefit amounts are based on the actual cost incurred to provide clean and tune services, up to a maximum of \$400. No additional HEAP cash benefits are available.

You may be eligible for a benefit if:

- You are the homeowner
- Your household's gross monthly income is at or below the current income guidelines for your household size
- Your primary heating equipment is more than 12 months old
- Your primary heating equipment or chimney has not been cleaned within the last 12 months
- You do not have a service contract with your vendor that includes clean and tune services

Your household eligibility requirements include filing an application with your local department of social services, providing all necessary documentation, and the household must reside in an eligible living situation.

Where to apply

You may apply for the Clean and Tune benefit with your HEAP Local District Contact.

Erie County

Department of Social Services

Erie County Department of Social Services
478 Main Street, 1st Floor
Buffalo, NY 14202
Phone: (716) 858-7644
Days Open: Monday - Friday

Alternate Certifiers

Erie County Department of Senior Services
95 Franklin Street
Buffalo, NY 14202
Phone: (716) 858-7644
Days Open: Monday - Friday

After Hours Emergency Contact

Western NY 211
Phone: 211 or 1-888-696-9211
Days Open: Monday - Friday

Genesee County

Department of Social Services

Genesee County Department of Social Services
5130 East Main Street
Batavia, NY 14020
Phone: (585) 344-2580 ext. 6524
Days Open: Monday - Friday

Alternate Certifiers

Genesee County Office for the Aging
2 Bank Street
Batavia, NY 14020
Phone: (585) 343-1611 ext. 5926
Days Open: Monday - Friday

After Hours Emergency Contact

Genesee County Sheriff's Department
Phone: (585) 343-3000
Days Open: Monday - Friday

Visit the website for additional information at <http://otda.ny.gov/programs/>