

## TURN-ON PROCEDURES

We've made it simple to establish natural gas service with Reserve Gas. You can stop in at the office to fill out a Service Application, or we can email, fax or mail the application to you. We also provide our Service Application on our website for your convenience. If pipeline service is already in place at the address you are applying for, we'll set up your new account and arrange a time during business hours to initiate your gas service. If you are requesting service at a location without pipeline service, you will need to fill out a Service Application before we can issue an estimate. In order to proceed with installing the new service we require ½ of the estimate to be paid, and balance once job is completed.

## SHUT-OFF PROCEDURES

*If you are moving or discontinuing your service, simply print out a Shut Off Verification Form from our website or contact our office. Please mail in the form or call our office, at least one week, prior to moving or discontinuing your service. Keep in mind; service will continue in your name and you will be responsible for all gas used until service has been shut-off. Also, service can only be shut-off by customer listed on account, which is shown on your bill. Reminder, if you are a landlord it is your responsibility to notify our office when a tenant moves in or vacates. This also gives you the opportunity to avoid lapse in service.*

## LANDLORD PROGRAM

Reserve Gas' Landlord Program is an easy way for property owners to manage the gas accounts at their rental units when a tenant moves out. By signing up, a landlord can set up the automatic transfer of service from a tenant's name to their name upon a tenant's request to close their account.

This program guarantees uninterrupted service and is especially beneficial in the winter months, when pipes can freeze if service is shut off. Please note that the program applies only when the service is discontinued at the tenant's request and not when service is disconnected for non-payment or other reasons.

## BAD CHECKS POLICY

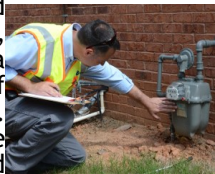
Anyone knowingly issuing a bad check may be immediately shut off without any notification. To reinstate service you will be responsible for making immediate restitution in cash or money order for the full amount received NSF, late fees, reconnection fee (if applicable), and a NSF charge. If consecutive bad checks are submitted you will no longer be able to pay your gas service by check. At that time, we will only accept cash or money order. This will remain in full force for the period of at least 1 year & until your account is in good standing with us. In addition, the authorities may be notified. Issuing a bad check is a criminal matter. This offense is a "B" Misdemeanor and punishable by facing up to 90 days in jail with a maximum fine of \$500.00. If, at any point, you are unable to make a payment on your gas account, please contact our office immediately, as payment arrangements may be available. We will make every effort to accommodate your financial situation and work towards a solution in resolving your gas service issues.

## ASK FOR IDENTIFICATION

*For your safety, all Reserve Gas representatives carry a photo identification card. If the card is not clipped on their clothing for easy viewing, ask to see it. If the representative displays proper ID, please let him/her complete the job. If you are suspicious or have questions, contact us immediately at (716) 937-9484. If you feel there might be a problem, call your local police.*

## METER READING

All meters are read on a monthly or bimonthly basis, as determined by the Company. It's important that we are able to access the meter at your residence for readings, inspections and maintenance. Please, whenever possible, keep a path to the meter clear of debris, bushes and snow. Also, please make sure that dogs are inside or tied up well away from the meter.



## SPECIAL PROTECTIONS

Customers who are age 62 or older, blind, disabled, or others who can identify their parents, neighbors, or friends as fitting these categories, are encouraged to contact Reserve Gas right away. We will update our database, and work to ensure continuous gas service for these customers during the winter season. With this information, we will also be able to more readily help these customers should they need assistance or qualify for other special programs. If circumstances make it difficult for you to keep track of your gas account, you may designate a relative, friend, or agency to receive a reminder from us when your service becomes in danger of disconnection. Third-Party designees are NOT responsible for paying your bill, but can work with us on your behalf to avoid service interruptions. To find out more about the Special Protections we offer, please contact our office for your convenience.



## **RESERVE GAS COMPANY, INC.**

**13441 Railroad Street  
PO Box 207  
Alden, NY 14004-0207**

**Phone: (716) 937-9484  
Fax: (716) 937-9488**

**[www.reservegascompany.com](http://www.reservegascompany.com)**

**Office Hours**  
Monday - Friday  
7:30AM - 4:00PM

**Field Hours**  
Monday - Friday  
7:00AM - 3:30PM

Closed Saturday and Sunday

# **Reserve Gas'**

## **Customer Rights**



## **Responsibilities**

At Reserve Gas, our goal is to provide our customers with a safe and reliable natural gas service. We want you to be knowledgeable about our policies and aware of the programs that are available to you. This brochure contains information about Reserve Gas' policies and procedures and your rights as a customer as determined by the State of New York Public Service Commission's (PSC) rules.

## GAS EMERGENCIES

A gas emergency is anytime that you detect a gas odor from either within or outside your residence or place of business. It is imperative that you evacuate the location and immediately, without hesitation, contact our office at (716)937-9484. During regular business hours our staff will document your emergency and quickly send out the appropriate personnel. All emergency calls received after hours will be answered by our automated system and returned promptly. Please stay on the line, listen carefully and answer all questions in a clear, firm voice. Once a voice message has been recorded, our automatic paging system will contact our emergency professionals. They, in turn, will initiate customer contact before departing to the area. A voice message must be left in order for our crew to be dispatched. If you are unsure of a gas emergency, please contact our office.

Let our emergency professionals evaluate the severity.

## BILLING INFORMATION

Bills are based on the actual or estimated amount of gas you have used. In a rare circumstance, we may also need to estimate your gas usage, because we were unable to gain access to the meter. All bills will be mailed out no later than the 11th, or prior business day, if said date falls on the weekend of each month. If you do not receive your bill by the 15th of each month, please contact our office, we would be happy to mail you a duplicate bill. It is your responsibility to notify our office of any name, address or phone changes and if you are having a problem receiving your bill. Payment is due upon receipt, but you are allotted a 23 day grace period from the date (shown to the right of our address) stated on your bill. The only exception is if the 23rd day falls on a weekend or holiday. Our billing program will then account for this exception and automatically refigure date due to reflect on your bill. To avoid a late payment charge of 1.5% a month (18% per year) your bill must be paid or postmarked by your Date Due (shown on your return stub).

## PAYMENTS ACCEPTED AT:

### 1.) RESERVE GAS COMPANY, INC.

#### A. Bring your Bill to our Office located at:

13441 Railroad Street  
Alden, NY 14004

#### B. **Make Checks Payable to: Reserve Gas**

Mail payment with Bill Stub (smaller portion) to:

Reserve Gas Company, Inc.  
PO Box 207  
Alden, NY 14004-0207

#### C. Place your payment with your Bill Stub (smaller portion) in an envelope and drop it in our **\*Night Depository Drop Slot** (located in front of building).

\*Periodically, our gates, located near both driveway entrances, will be closed and locked. When the gates are un-open, please feel free to park your car near the front entrance and walk your payment to the night depository box. All payments received the night before bills are due will be credited as being an on time payment.

## 2.) ASB, INCLUDING THEIR NIGHT DEPOSITORY BOX

13200 Broadway  
Alden, NY 14004  
(716) 937-3381

5802 Broadway  
Lancaster, NY 14086  
(716) 685-5090

6545 Transit Rd  
East Amherst, NY 14051  
(716) 688-5090



### BRANCH HOURS

Mon. - Wed. 9:00AM - 4:00PM  
Thursday 9:00AM - 4:30PM  
Friday 9:00AM - 5:00PM  
Saturday 9:00AM - NOON

Monday - Friday Drive thru window opens at 8:00AM

Saturday Drive thru window opens at 9:00AM.

Bring your Bill Stub (smaller portion) along with payment to a teller at one of the above addresses or after hours, place your Bill Stub with your payment in an envelope, address to Mail Teller and drop in the Night Depository Box (located in front or side of building).

**Keep in mind; Alden State Bank will accept on time and late payments towards any amount due, as stated on the smaller portion of your bill.**

### 3.) ALDEN POST OFFICE (24 Hour Accessibility)

Reserve Gas Company, Inc.  
PO Box 207  
Alden, NY 14004-0207

Simply address an envelope to the above address, affix a stamp and drop Bill Stub (smaller portion) along with payment into the local slot inside the Alden Post Office. Please do not drop in the outside box, because of the limited pick-up times and the possibility of a routing delay.

### 4.) ONLINE PAYMENTS

To keep your costs at a minimum, unfortunately, we do not offer online payments. However, most banks offer an online service (ex. Alden State Bank, M & T Bank, etc.). If you choose to take advantage of an online service, please allot 7-15 business days to ensure your payment makes it to our office by the date due. Contact your local bank branch for more information on how to get started.

## BUDGET BILLING PROGRAM

Our Budget Program helps you manage your bills by establishing an average monthly payment amount that spreads your energy costs evenly over 12 months. This does not reduce the cost of gas you use, but it can help you avoid higher seasonal bills. The deadline for enrollment is the last business day in June. Before registration can begin, your account must have a ZERO balance. Prior to enrollment, if necessary, you may contact our office to discuss available payment options in order to bring your account down to a ZERO balance. After we analyze your account, arrange a payment option, if necessary, a confirmation letter will be mailed to your residence. Once you receive a confirmation letter, please review, sign and return the bottom portion to our office before said deadline. Upon receipt, we will activate your account and disburse your first budgeted bill on July 11th, or prior business day, if said date falls on the weekend. **IN ORDER TO REMAIN ON THIS PROGRAM, MONTHLY, ON TIME PAYMENTS ARE MANDATORY.** Once a payment is missed, your bill will automatically state "Past Due/Termination May Ensur". If monthly payments are consistently missed, a message on your bill will state removal from the Budget Billing Program. If account becomes delinquent, a termination notice will be issued. For more information, please call our Accounts Receivable Department at (716) 937-9484.

## DEFERRED PAYMENT AGREEMENTS

A Deferred Payment Agreement is a specific arrangement established when your account has fallen into arrears and designed to accommodate your financial position. Your monthly bill will now display your monthly payment agreement amount in the box located to the left of your bill. In addition, you will receive a courtesy call reminding you of said arrangements. If you fail to pay your financial debt, it may result in termination of your gas service. We strongly recommend communication with our office staff. These trained professionals will work at finding a solution that is right for you. If you are experiencing financial hardships, please take a moment to contact our office, so we can help manage your account today.

## TERMINATION OF SERVICE

A Final Termination Notice may be sent when your bill is more than 23 days past due. Reminder, once a payment is missed, your bill will automatically state "Past Due/Termination May Ensur". Once you are in termination status you have three options:

- 1.) Pay total notice amount in full, as stated on Final Termination Notice.
- 2.) Review enclosed Deferred Payment Agreement, sign and return the original with your first payment before or on date stated on said Agreement.
- 3.) Contact our office, immediately, to discuss alternative payment arrangements.

Failure to comply with one of the above options will result in termination of gas service on the day stated on the Final Termination Notice. Before termination occurs, we will make every effort to prevent the interruption of service, including a courtesy call. If service is disconnected an additional \$35.00 reconnection fee will be added to your balance. To reinstate service, payment must be made in full by either cash or money order or by making satisfactory payment arrangements. When payment is made before 2:00 pm on a working business day, Reserve Gas, will make every effort to restore service on that same day. Otherwise, service will be restored within 24 hours from the receipt of payment. If you find you are experiencing hardships, please contact our office immediately at (716) 937-9484 for assistance.

## SECURITY DEPOSITS

If you are a customer delinquent in payment or a short-term customer (having an account with us for one year or less), we may ask you for a deposit. The deposit amount will be based on twice the average monthly bill. If you paid a deposit, it will be held for one year and following a good payment record during the year, we will refund the deposit plus interest (at a rate set by the PSC). If your payments are not current, the deposit will be held until twelve consecutive, on time, payments are made.



## Our Office is Closed in Observance of the Following Holidays:

MLK Jr. Day	Presidents' Day	Memorial Day	Juneteenth	Independence Day	Labor Day	Columbus Day
Veterans Day	Thanksgiving & Day After	Christmas Eve	Christmas Day	New Year's Eve	New Year's Day	