



RESERVE GAS COMPANY, INC.,

13441 Railroad Street, 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
Office Hours	Monday - Thursday	7:30 am - 4:30 pm
	Friday	7:30 am - 4:00 pm
	Saturday & Sunday	CLOSED

HOLIDAY SCHEDULE - CLOSED
Monday, May 25, 2020

*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.

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.

HEAP can help keep your heat on. Don't wait until you can't manage your home heating costs. Assistance with paying your winter bills is available to income eligible customers. For income guidelines and how to apply, visit www.mybenefits.ny.gov or call Reserve Gas Company at (716) 937-9484. All customers may apply by mail. You may also apply in person at your local Department of Social Services. HEAP closes Friday, April 24, 2020, so don't delay!



BUDGET BILLING

With our Budget Billing Program sign-up date rapidly approaching, now would be the perfect time for you to enroll in this service. Before registration can begin, your account must have a \$0.00 balance. The Budget Billing Program deadline is June 30th, so if you are struggling with large heating bills, and you are interested in this program, please contact our office today. We would be happy to set-up payment arrangements that work towards bringing your balance down to zero before the June 30th deadline. If you are considering this program, don't wait till the last minute, please contact our office at (716) 937-9484. We welcome all calls, and will quickly process your request. After analyzing your account, arranging a payment schedule, if necessary, a confirmation letter will be mailed to your residence. Please review, sign, and return the bottom portion of the confirmation letter no later than June 30th. Upon receipt, we will activate your account and disburse your first budgeted bill by July 10th. Your first budgeted payment will be due on August 3rd. In order to remain on this program, monthly, on time payments are mandatory. If at anytime you are having difficulty paying your budget amount, please contact our office immediately.

PLEASE READ

Dear Customers,

Re: Meter Maintenance Notification

Beginning this month and continuing thereafter until completed we will be scheduling, at no cost to you, meter maintenance on all meters that have been in service for a period of seven years. Our staff will review all customer accounts against our Meter Record Log and disburse accordingly. If your meter is scheduled for maintenance our service professionals will visit your residence or place of business.

Upon arriving, they will knock, announce their presence and, on request, they will gladly show you the appropriate Reserve Gas Company, Inc., ID. At this time, if you are available, they will change out your meter or arrange a time that would be more convenient for you. If you are not at your residence or place of business when our service professionals arrive, a Meter Change Notice will be posted on your door giving you instructions. If you receive a Meter Change Notice, please contact our office as soon as possible during regular office hours to set-up an appointment. Meter change appointments are only scheduled Monday through Friday between the hours of 7:00 am — 3:00 pm. Sorry no evening or weekend appointments are available.

Please remember you will only be contacted if your meter needs to be changed. If you have additional questions, regarding our yearly meter maintenance, please contact our office at (716) 937-9484.

Sincerely,

Reserve Gas Company, Inc.



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

To ensure accurate billing, we read meters at monthly intervals. Vehicles are properly identified with our company decal. 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.

PIPELINE ACCESS AND SECURITY

Pipeline right-of-ways must be kept free from structures and other obstructions to provide access to the pipeline for maintenance and in the event of an emergency. If a pipeline crosses your property, please do not plant trees or high shrubs on the right-of-way. Do not dig, build, store or place anything on or near the right-of-ways without first having the pipeline marked and the right-of-ways staked. Additionally, if you witness suspicious activity on a pipeline right-of-way, please report it to the authorities, or call our emergency number.

CONTEST: Stop into our office and make a donation to a local animal shelter, Rebel Riders, for a chance to win a prize!

Ex Towels, Blankets, Cleaning supplies (paper towels, cleaning solution, urine remover, etc.), Dog beds, Dog crates of all sizes, Dog food, Dog treats, Harnesses. **Thank you for the continued donations and support from all of our wonderful customers!

Our last contest winner was
Thomas J. & Barb Hersee



10 TIPS FOR SPRING CLEANING

Ring in the spring with these 10 cleaning tips for your home.

1. **Wash your pillows.** Wash pillow covers every three weeks. Wash pillows every three months and replace pillows every three years.
2. **Bathe/groom your pets.** Bathing and grooming can help control dust, dander and hair pets leave behind.
3. **Remove your shoes.** Removing your shoes before entering reduces the amount of dirt and pollen you track into your home.
4. **Ditch the vinyl shower curtain.** Vinyl shower curtains exude harmful chemicals in humidity and heat. They also attract mold and mildew, so replace vinyl curtains with nylon ones.
5. **Clean closet floor and bookshelf clutter.** Vacuum closet floors to clean out the fabric, hair and skin that settles there. Wipe away the dust on books and objects on book shelves, then wipe down the bookshelf.
6. **Monitor mold.** Check dishwashers, drains, basements or other spaces that can harbor humidity. Ventilate bathrooms, pantries and rooms that often feel stale and humid.
7. **Steam clean or freeze stuffed animals.** Stuffed animals can harbor dust mites, so steam clean them, use an upholstery attachment to vacuum them or freeze them in freezer bags for 24 hours to prevent buildup. Store them in bins or boxes when not in use.
8. **Clean your refrigerator.** Check expiration dates and toss food older than a few months. Pull out drawers and wash them with hot, soapy water, then wipe everything down. Wipe the exterior and check the front grill to make sure it's free of dust and lint.
9. **Dust away.** To avoid spreading more dust in the air with traditional dusters, try dampening a microfiber cloth. They grab and trap dust, leaving little behind.
10. **Clean your rugs.** Rugs harbor more dust than any other place in the house, so vacuum and spot-clean or shampoo them. Make sure they're dry before using them, as wet rugs collect more dirt and dust.



DID YOU KNOW?!...



The first-time natural gas was discovered, it was an actual flame seeping from the ground that was ignited by lightening. Native Americans found lighting gasses that were seeping into Lake Erie.



The first natural gas pipelines were made out of bamboo. Today, if we were to connect all of the natural gas pipelines, it would stretch to the moon and back almost three times!