



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	HOLIDAY SCHEDULE - CLOSED Monday, May 30
Office Hours	Monday - Friday	7:30 am - 4:00 pm	
	Saturday & Sunday	CLOSED	

*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 Tuesday, March 15, 2022, 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 11th. 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

At no cost to you, throughout the coming months, we will be scheduling meter maintenance on all meters that have been in service for a period of seven years. Our staff will review our meter tracking reports to determine what meters are scheduled for maintenance. 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.



Friendly Reminder!

Daylight savings is March 13, 2022 this year! That means we are getting closer to spring! Make sure you "spring forward" your clocks!



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 every other month. 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.

SPRING CLEAN WITH THESE HACKS

No need to buy separate cleaners! You can get your home in tip-top shape for the new season with these easy natural cleaning tips using products and staples you already have around the house!

Spring is here, and your house may be begging for some much-needed freshening. Believe it or not, you can tackle most of these project with items you already have around your home and in your pantry. Here are 10 easy ways you can spring clean from top to bottom, without toxic chemicals. Watch out, dust and grime! **Note: This list is for tackling basic cleaning jobs, not to disinfect due to the coronavirus.**

10 Natural Spring Cleaning Hacks

Create a non-toxic room spray by mixing ¼ cup vodka, 1 cup water, 15 drops lavender essential oil, 10 drops tea tree essential oil, and 5 drops eucalyptus essential oil in a spray bottle. Also makes a great deodorizer for pet bedding.

Give your carpet some freshening by sprinkling baking soda and letting it sit for a half hour, then vacuum.

Remove lime build-up from around the kitchen or bathroom faucets by soaking a clean cloth in white vinegar and let it penetrate the affected areas for 20 minutes (while you tackle other chores). Rinse with clear water. *BONUS: Old pantyhose make a great bathroom scrubber.*

Wash windows with a mixture of equal parts of white distilled vinegar and warm water. Dry with a soft cloth, newspaper, or clean coffee filters. This solution will make your windows gleam and will not leave the usual film or streaks on the glass.

Take down that grungy plastic shower curtain and wash it with a load of soiled towels. Add 1 cup white vinegar to the rinse cycle. Hang it back up to dry with the exhaust fan running, or line dry it outside.

Freshen your drapes, comforters, throw rugs, and blankets by hanging them outside (weather permitting – not recommended on very humid days) for a couple of hours. Let the sun and wind work their magic. If the items are especially musty, sprinkle them with baking soda first. Shake or vacuum off.

To remove stubborn stains and deodorize the toilet, pour in a 1/2 cup baking soda and 1 cup white vinegar into the bowl. When the fizzing stops, swish with a scrub brush, and flush.

Use a pair of rubber kitchen gloves, dampened, to remove cat and dog hair from clothes and furniture. Rub in circles and toss the collected hair.

To de-grease and de-gunk the kitchen cabinets, wipe them down with a mixture of 1 quart of hot water and 1/2 cup of lemon juice and use a dollar store magic eraser pad. Works like ... magic! Don't forget to wipe down the hood of the exhaust vent while you're there.

A lemon juice and salt mixture makes a good copper and brass cleaner, as well as an effective mildew stain remover. Sprinkle the area with salt and rub with a half-cut lemon.