



ESERVE 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

Office Hours

Monday - Friday 7:30 am - 4:00 pm

Monday, May 31

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 Monday, March 15, 2021, 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 9th. Your first budgeted payment will be due on August 2nd. 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 14, 2021 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 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.

12 Maintenance Tips to Get Your Home Ready for Spring

Maintaining a healthy home goes beyond dusting and vacuuming. When is the last time you checked your smoke alarms? How about the last time you cleaned out your dryer vent? Follow the tips below to make sure your family and home are ready for a happy, clean spring season.

1. Clean Gutters

Grab a ladder, and check your gutters for debris. Remove as much as you can with your hands (Don't forget to wear gloves!). Remove any leftover gunk with a garden hose. Take off any nozzle and have a helper turn on the water when you're ready. Shove the hose into the downspout to power out of gooseneck bends. Make sure your downspouts channel water at least five feet from foundation walls.

2. Scrub Walls, Baseboards and Outlets

Scrub all the walls — in the bathroom, kitchen, bedrooms and living areas — with a sponge or brush and mild soap and water. This includes baseboards and outlets. Make sure to completely dry outlet covers before replacing.

3. Replace Filters

Replace all filters including water, range hood and air vent filters. You should replace these filters every 3-6 months depending on the type of filter you have.

4. Clean Faucets and Showerheads

Unscrew the faucet aerators, sink sprayers and showerheads, and soak them in equal parts vinegar and water solution. Let them soak for an hour, then rinse with warm water.

5. Clean Out the Dryer Vent

A clogged dryer vent can be a fire hazard. To clean it, disconnect the vent from the back of the machine and use a dryer vent brush to remove lint. Outside your house, remove the dryer vent cover and use the brush to remove lint from the other end of the vent line. Make sure the vent cover flap moves freely.

6. Wash Exterior Windows

Hire a window-cleaning service to clean all exterior windows.

7. Keep Allergens Away

Keep dust, mold and pollen at bay by decluttering your home, checking pipes for leaks and keeping the air clean.

8. Check Foundation Vents

A house with a crawl space has vents along the foundation walls. The vents provide air circulation that helps prevent excess moisture and mold growth, and they prevent critters from taking up residence underneath your home. The screens collect leaves and other debris from fall and winter. Spring is a great time to clean them out and check for damage. Clean the vents by hand or use a shop vacuum. Repair any damaged screens — critters can get through even the smallest holes.

9. Clean the Grill

Your grill has most likely collected dust during fall and winter. Help your grill live a long life, whether you have a charcoal or gas grill.

10. Prep Your Garden

You can't have a successful garden without good soil.

11. Test Smoke Alarms

Test smoke alarms and CO detectors, and change out batteries as needed. It's cheap, only takes a few minutes and can save your family's lives.

12. Clean Outdoor Furniture

Outdoor entertaining season is just around the corner. Learn the best ways to clean all outdoor furniture, from plastic to canvas.