

CUSTOMER NEWSLETTER 2008

SUMMER EDITION Volume VI, Issue II

RESERVE GAS COMPANY, INC.

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

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HOLIDAY SCHEDULE CLOSED Monday, May 26th,
Friday, July 4th and Monday, September 1st.
CLOSING at 3:00 pm on Friday, May 30th.

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

GAS EMERGENCIES - IMMEDIATELY CALL (716) 937-9484 - AVAILABLE 24 HOURS A DAY, 7 DAYS A WEEK All emergency calls received after regular business hours will be answered by an automated system & returned promptly. A message must be left in order for our crew to be dispatched.

KNOW WHAT'S BELOW.
CALL BEFORE YOU DIG.
IT'S FREE, IT'S EASY, AND
IT'S THE LAW. CALL 811
BEFORE YOU DIG!



5 Steps to a Earth-

Friendly Healthy Home



1. Clean the cleaning closet. Labels on potentially hazardous household cleaning products include words such as poison, danger, warning, or caution. Replace these with natural cleaning products labeled biodegradable.
2. Open the windows. (Make sure they have filtering screens, outdoor air quality is good, and mold counts are low.) This simple step reduces the buildup of indoor pollutants, a problem in tightly insulated and sealed homes. According to the U.S. Environmental Protection Agency, indoor air is three times more polluted than outside air.
3. Replace a standard air filter for a forced-air heating and cooling system with a high-efficiency filter. For extra air filtration in a bedroom, buy a stand-alone unit with a HEPA (High Efficiency Particulate Air) filter that removes 99.97 percent of pollutants.
4. Install a humidistat. Too much humidity (above 50 percent) nurtures mold growth, while too little (below 20 percent) dries out skin, eyes, and noses and lets diseases spread more quickly.
5. Eliminate air fresheners and candles perfumed with synthetic fragrances derived from petroleum products. Check labels for products made using all-natural scents.

CONVENIENT WAYS TO PAY YOUR BILL

- Mail your payment with your bill stub (smaller portion) to: Reserve Gas Company, Inc.
PO Box 207
Alden, NY 14004-0207
- Make your payment at our office located at: 13441 Railroad Street in Alden
- Take your payment with your bill stub to Alden State Bank located at: 13216 Broadway or 5802 Broadway
Alden, NY 14004 or Lancaster, NY 14086
(716) 937-3381 (716) 685-5090

AFTER HOUR PAYMENTS

- **"NEW"** - Place your payment, along with your bill stub, in an envelope and drop it into the night **DEPOSITORY** box located at the front entrance of our office building (13441 Railroad Street, Alden, NY 14004). Our depository is checked daily. All payments received the night before bills are due will be credited as being an on time payment.
- Take your payment with your bill stub to the Night Depository Box at the Alden State Bank. Address an envelope to: Mail Teller and drop in slot located in front or side of building. Keep in mind, Alden State Bank will only accept on time payments for the total amount due, as stated on the smaller portion of your bill.
- Take your payment with your bill stub to the local slot at the Alden Post Office. Simply address an envelope to: Reserve Gas Company, Inc., PO Box 207, Alden, NY 14004-0207, affix a stamp and drop in the Alden slot located inside the Post Office. They will deliver it directly to our PO Box by the next business day. Please do not drop in the outside box, because of the limited pick-up times and the possibility of routing delay. For your convenience, the Alden Post Office has 24 hour accessibility.

~ **BLAST FROM THE PAST**

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BUDGET BILLING With our Budget Billing service, there is no need to worry about the seasonal ups and downs in your utility bills. Budget Billing lets you spread your utility costs evenly over 12 months. With a set amount due each month this becomes a great tool in planning your monthly budget. Our sign-up deadline is Monday, June 30th, so please contact our office immediately if you are interested in enrolling. Remember before registration can begin, your account must have a \$0.00 balance. As always, we will work with you to complete this requirement. Once enrolled, a confirmation letter will be mailed to your residence which must be signed and returned before activation is complete. Your first budgeted bill will be mailed on Friday, July 11th and due no later than Monday, August 4th. Please keep in mind, in order to remain on our Budget Billing Program, monthly, on time payments are mandatory. If at anytime you are having difficulty paying your budget amount, please contact our office immediately.



*Ms. Sue Torok was the
Spring Newsletter winner!*

SUMMER NEWSLETTER GIVEAWAY

Do you want a chance to win a free gift? It's easy, on your current bill (dated 05/09/08) write the word **SUMMER** on your payment stub or invoice. Return stub or invoice with full payment by **Wednesday, June 4, 2008, and be entered in drawing.**

OFFICIAL RULES: Only accounts having a zero or credit balance, and have the word SUMMER written on their payment stub or invoice will be eligible for entry in this drawing. The drawing will take place on Thursday, June 5, 2008 at 9:00 a.m. One winner will be determined, awarded a prize, and notified by phone or mail. If prize remains unclaimed for 30 days it will be added to the Autumn Newsletter Giveaway. All employees, and their families of Alden Aurora Gas Company, Inc., and Reserve Gas Company, Inc., are ineligible to participate in this contest.

Please take a moment to familiarize yourself with the enclosed informational flyers and brochures:

1. Controlling Your Lighting Costs
2. Help us change the world, one Energy Star light at a time.
3. Saving energy & money. How cool is that.
4. A NYS PSC Consumer Guide
5. Now Hear This! Global Warming and You: What You Can Do at Home *

* Come into our office to pick-up your "free" Horton Hears A Who Activity Book. All Activity Books are on a first come, first serve basis, while supplies last, with a limit of two per customer.

2007-2008 HOME ENERGY ASSISTANCE PROGRAM (HEAP*) CLOSING DATES

Please be advised that REGULAR HEAP benefits will close on **Friday, May 16, 2008**, and EMERGENCY HEAP benefits will close on **Friday, May 30, 2008**. Applications will be accepted and interviews will continue through the close of business on the dates stated above. All mail-in applications for REGULAR HEAP postmarked on or before Friday, May 16th, 2008 will be accepted and processed.

* The Home Energy Assistance Program is a federally funded project administered by each state to benefit its' low-income residents. Benefit amounts are based on household income and residents' ages. Homeowners with children under the age of 6 and adults who are over 60 are considered vulnerable populations and may receive higher benefits. For information on applying, call toll-free (800) 342-3009 or contact your local social service office listed below. Additional information is posted on the NY State Office of Temporary and Disability Assistance website at <http://www.otda.state.ny.us/main/heap/>

HEAP hours are Monday - Friday 8:00 am - 5:00 pm

Erie County - 858-7644

Senior Services - 858-7870

Genesee County - (585) 344-8501

DON'T DELAY, HEAP WILL BE CLOSING SOON!

ENERGY STAR Home Energy Yardstick

If you have five minutes and your last 12 months of utility bills, use the ENERGY STAR Home Energy Yardstick to compare your home's energy efficiency to similar homes across the country and get recommendations for energy-saving home improvements from ENERGY STAR. You will also need to enter some basic information about your home (such as zip code, age, square footage, and number of occupants). If you don't have your bills, contact Reserve Gas for a 12-month summary. To get started visit:

http://www.energystar.gov/index.cfm?fuseaction=home_energy_yardstick.showStep2

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