

RESERVE GAS COMPANY, INC., 13441 Railroad St., 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
	Saturday and Sunday	CLOSED
Office Hours	Monday - Friday	7:30 am - 4:00 pm
	Saturday and Sunday	CLOSED

HOLIDAY SCHEDULE - CLOSED

Monday, July 5th
Monday, September 6th

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.

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.



Non-Sufficient-Funds Check is a check that a bank refuses to honor because there is not enough money in the payer's checking account to cover the amount of the check. For example, if Joe (payer) writes Reserve Gas a check for \$200, but there is only \$175 in Joe's account, then Joe has written a not-sufficient-funds check and the bank will refuse to transfer the funds to Reserve Gas's account. It is also called an NSF check, a bad check or a returned check. Once a NSF check is received the bank will contact said parties. **Reserve Gas will immediately notify customer to arrange for replacement funds (cash or money order only), which will include an additional \$20.00 fee per returned check. If we consistently receive bad checks all payments to us will be required in cash or money order for a period of 1 year/12 payments.** Please be aware that anyone knowingly passing a bad check can be prosecuted. If your having payment difficulties, please contact our office immediately to discuss alternative payment options.

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 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.

Home energy audits: (also referred to as home energy assessments) are often the first step in determining how efficient your home is and where it might be wasting energy. Audits will help you understand which parts of your home are working well already and also provide recommendations on measures intended to save energy and improve the efficiency, comfort, and safety of your home. A residential energy audit is a review of a home's energy performance, including an assessment of both the home's energy features and the household's energy consumption patterns. Home energy audits identify how efficiently your home is operating and where your home is wasting energy. **Benefits of Home Energy Audits: Energy Usage:** Audits help you understand how much energy your home is using, and which equipment (such as heating and cooling systems) are using the most. **Unknown Issues:** Audits can uncover hidden problems (such as leaky air ducts or uninsulated walls) that may be making your home less efficient, making you uncomfortable, and increasing your utility bills. **Health and Safety:** Audits can uncover potential hazards in your home (such as improper ventilation, which may degrade air quality, or areas with high humidity and cold surfaces that might support mold growth). **Opportunities:** Once an audit is complete, you will receive a report listing where your home is performing well and a prioritized list of potential improvements to help determine where your home improvement dollars would be best spent. **Savings and Comfort:** Acting on audit recommendations will not only help you save on your utility bills but also increase the comfort of your home by better moderating the temperature, eliminating drafts, and improving air quality. **Customized Report:** You will receive a customized report documenting your home's energy performance and what actions you can take to make your home more energy efficient.

Source : <https://www.nyserda.ny.gov/>

8 Safe Summer Activities During COVID-19

Summer 2020 didn't look like any summer we've seen before, but 2021 looks a little brighter. With a high rate of COVID-19 vaccination and community immunity on the horizon, summer in 2021 will be less restrictive. There are many summertime activities to be enjoyed, even during a worldwide pandemic. The key is knowing what's safe, and taking the recommended steps to reduce your risk while you're out there soaking up some summer fun.

Go for a safe swim—According to the Centers for Disease Control and Prevention (CDC), there is no evidence that COVID-19 can be spread to humans through water. Proper operation, maintenance and disinfection (with chlorine or bromine) of pools should kill the virus. If you are not sick or experiencing symptoms of COVID-19, it's safe to use swimming pools as long as you stay at least 6 feet (2 meters) from others and avoid large gatherings of more than 10 people. (Check the gathering restriction where you live.)

Get back to nature—In many areas of the country, people can now get out to visit local parks, hike nature trails, and frolic distantly in open spaces, which is great summer news. The fresh air, vitamin D, and physical activity can do wonders for our mental health, and it's also a safer alternative to remaining indoors, since virus particles get diluted in the breeze and have a low survival rate on sunny surfaces. It's also an opportune time to get back to nature, which can be grounding in times of anxiety and uncertainty. So get out and enjoy the soothing sound of a waterfall, start your summer garden, or just walk barefoot through a grassy field, keeping at least 6 feet away from fellow nature goers.

Drive - in to the movies— In the late 1950's, the rising cost of residential and commercial properties forced many drive-in movie theatres to close. But thanks to the coronavirus, which forced many cinemas to shut down, the drive-in is making a comeback with new outdoor venues popping up all over the country. It's a great way to get off the couch and change things up, and ticket prices are generally considerably less than a traditional movie theatre ticket. So when Netflix gets old, pack up the family car with some blankets, pillows and your favorite concessions, and head to the nearest drive-in for a double feature under the stars.

Get nostalgic with the kids—More than ever, parents are welcoming a slower pace of life, while at the same time scrambling for ideas to fill the long summer days. Now's a perfect time to get nostalgic and share the summers of your youth with your children. Join them outside for a game of hide-and-seek, badminton, or kick the can. Plan a scavenger hunt around the neighborhood, or create an obstacle course with toys and games from your garage. Build a treehouse. Hang a swing. Catch fireflies. Embrace the lazy, and enjoy the time with your kids while we have it!

Dive into a good book club—If you've been meaning to catch up on some light reading, there's no better time than this summer, while many libraries allow you to check out and download resources with a digital library card. If you're looking for a more social outlet, consider starting a virtual book club, on your own or through your local library where you can choose a book and start an online chat with your friends. Or create one with your kids or distant family members. Read a chapter book together each week, discuss the characters and plot, and ask questions to encourage critical thinking.

Connect over a picnic basket—While shops and restaurants have opened in many places, dining indoors or in close quarters is still not without risk when it comes to a highly contagious virus. Many people are opting for an outdoor summer picnic as an alternative way to connect in small groups, each bringing their own blanket and favorite food or takeout. However you choose to dine, remember to continue to keep your distance, wear a mask, have hand sanitizer nearby, cough or sneeze into your elbow, and stay home if you're not feeling well.

Put on a Show—When the rainy days hit, it's time to get creative, especially with kids. Put together a puppet show using paper bags, crayons, construction paper, and other household items. Plan an art show by challenging your children to draw a picture and then make it come alive with materials from the house or backyard. Or make it a talent show, incorporating singing, instruments, dancing, you name it. Use your imagination, and keep it light and silly!

Kill time with kindness—Now, more than ever, kindness matters. And reaching out to those who are lonely and isolated can not only be a lifeline for the receiver, it can help us feel more connected and less isolated this summer too. Start a weekly calendar of calls to loved ones or friends who you know could use a check-in. Or reach out to local nursing homes and volunteer your time to make calls, write letters, or do other forms of virtual outreach. Find what speaks to you, and find a way to make a difference from a safe distance in your own community.