ESERVE GAS COMPANY, INC., 13441 Railroad St., PO Box 207, Alden, NY 14004-0207

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 - Friday

7:30 am - 4:00 pm

Saturday and Sunday CLOSCP

HOLIDAY SCHEDULE - CLOSED

Friday December 22, 2023 Monday, December 25, 2023 Friday, December 29, 2023 Monday, January 01, 2024

CUSTOMER NEWSLETTER 2023 WINTER EDITION Volume XXI, Issue IIII

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 <u>FIRE EMERGENCY</u>, 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.

Carbon Monoxide

Often called "the Silent Killer," carbon monoxide (CO) is a highly poisonous gas that is colorless, odorless, tasteless, and virtually impossible to recognize without a detector installed. Although carbon monoxide is a normal by-product of fuel burning, malfunctioning appliances or improper ventilation can cause CO to reach dangerous levels in your home.

Protect yourself and your family from carbon monoxide poisoning by taking these precautions:



Safe Digging Is
No
Accident:

Always Call 811 Before You Dig!

- Install a carbon monoxide alarm. We recommend that the alarm be marked with the "UL" certification (UL 2034)
 and installed near bedrooms.
- Contact your local municipality to get CO detector requirements for your area.
- Have your chimney and fuel-burning appliances checked regularly (annually at a minimum) by a qualified professional.
- Be sure all space heaters and woodstoves are in good condition and used in strict compliance with the manufacturer's instructions.
- Always turn off your car when it's parked. A vehicle left running inside a garage is the most common cause of carbon monoxide accidents.

Suspect a CO Leak?

- If you suspect a carbon monoxide leak in your home, go outside immediately and report it to 911. Indicators of high levels of carbon monoxide in the home may include:
- Extremely stuffy, stale air.
- Water condensation dripping on the inside of windows.
- Residents exhibiting the symptoms of carbon monoxide exposure: flu-like symptoms such as dizziness, headaches, sleepiness, nausea, fluttering of the heart, and loss of muscle control.

Winter Bucket List

- Holiday movie marathon
- Wear pajamas all day & do a fun photo shoot
- Get some R & R by the fire
- · Start a gratitude journal
- Family game night
- Have an indoor picnic
- · Learn a new skill
- Make Tiktoks or a YouTube video
- Dance party!
- Make a bucket list for the New Year
- Skiing, snow tubing, sledding: play in the snow!
- Build a snowman
- Snowball fight
- Carriage ride
- Catch snowflakes on your tongue
- Make snow cream
- Shovel your neighbor's driveway
- Blow snow kisses
- Talk a snow walk
- Ice skating
- Write a letter to Santa
- Camp out by the Christmas tree
- Make homemade stockings or ornaments
- Visit a tree farm
- · Visit the best Christmas light displays
- Elf on the shelf
- Get your photo with Santa
- Advent calendar
- Host a holiday get together
- Decorate, shop, and wrap all the presents

- Bake cookies
- Create a festive charcuterie board
- Drink hot cocoa by the fire
- Learn to make homemade soup or chili
- Craft a signature cocktail
- · Make popcorn and cranberry garland
- Decorate gingerbread houses
- Plan Christmas brunch
- Learn about Christmas around the world
- Make reindeer food
- Donate old toys, books, and clothes
- Volunteer at your local soup kitchen
- Deliver homemade treats to neighbors
- · Random acts of kindness
- Caroling
- · Ring the Salvation Army bell
- · Give a donation as a gift
- Send a letter to a soldier
- Shop with purpose
- Donate to your local food pantry or animal shelter
- Read the story of the birth of Jesus & attend a church service
- · Send Christmas cards
- Go to a musical or play
- Watch a tree lighting ceremony
- Kiss under the mistletoe
- Wear ugly Christmas sweaters
- Adopt a family in need
- Build a fort
- Create a self care routine
- Go on a winter getaway



