



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

Office hours Monday - Friday 7:30 am - 4:00 pm
Saturday and Sunday **CLOSED**

HOLIDAY SCHEDULE - CLOSED

Wednesday, December 24, 2025
Thursday, December 25, 2025
Wednesday, December 31, 2025
Thursday, January 01, 2026
Monday, January 19, 2026
Monday, February 16, 2026

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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.

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:

- 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.



Safe Digging Is No Accident:

**Always Call
811 Before You Dig!**

Top Tips for Winter Weather

As temperatures fall, natural gas utilities are working around the clock to ensure the safety of customers, employees and the public.

Keep your home warm – safely!

- Never use natural gas appliances, such as a stove, oven or grill to heat homes or businesses.
- Make sure that outdoor vent openings and air intakes are not obstructed by snow or ice. Your natural gas appliances, including your furnace, fireplace, water heater, and clothes dryer, require good ventilation to operate properly.
- Natural gas is odorized to smell like rotten eggs. If you smell it, be sure to leave your house immediately and call 9-1-1 or your local gas utility from a safe location.

Protect your natural gas meter.

- Keep water from dripping from your roof and freezing on the meter.
- Carefully remove icicles and snow build-up from roof eaves above the meter and on the meter itself.
- If your meter is covered in snow, safely remove it by using a brush or a broom. If it's covered in ice, call your local utility for help. Never use a shovel or hard object to remove snow from a meter, and don't kick it or strike it, either.
- Be careful using a shovel, snow blower, or snowplow when clearing snow and ice near your natural gas meter. When clearing walks or drives, do not pile snow on or near the meter.
- Do not use sharp objects, salt, ice melting chemicals, or hot water to remove snow and ice.
- Know what's below. Call 8-1-1 before digging into the ground for any reason.

Falling temperatures...how to save on your natural gas bill:

- Keep doors and windows closed during cold weather.
- Open shades during the day when the sun is shining to take advantage of the sun's warmth.
- Bundle up! Put on an extra sweater and lower the thermostat.

If you are struggling, know there is help. If you are unable to afford your heating costs, weatherization or energy-related home repairs, contact your utility or contact the Low Income Home Energy Assistance Program (LIHEAP) for help. Finally, check your home's insulation to make sure it's properly insulated and make any updates before cold weather hits. Download the FEMA fact sheet for more tips on Winter Safety, and make sure to have a Ready Kit on hand for any emergencies that may arise.