

R **ESERVE 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	HOLIDAY SCHEDULE - CLOSED
Office Hours	Monday - Thursday	7:30 am - 4:30 pm	Tuesday, July 4th
	Friday	7:30 am - 4:00 pm	Monday, September 4th
	Saturday and Sunday	CLOSED	



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.

Not-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.

PLAY IT SAFE IN THE SUN

Pool parties, cookouts or just hanging out—there are countless opportunities for your children to enjoy time in the sun. But it's important to shield their skin from the damaging effects of the sun. If they're outside, they need to be protected.

Learn to build safe sun habits into your family's daily routine. Lead by example—children will respond better when they see you protecting your skin. For example, use the American Cancer Society's Slip! Slop! Slap® safe sun basics to begin teaching your kids healthy sun habits. Remind them to:

- Slip! on a shirt—always wear protective clothing when out in the sun.
- Slop! on the sunscreen—use one with an SPF of 15 or higher.
- Slap! on a hat—that shades your face, neck and ears.

Just a few serious sunburns can increase your child's risk of skin cancer later in life, so help your children stay safe in the sun by protecting their skin.



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 11th. Your first budgeted payment will be due on August 4th. 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.