

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	HOLIDAY SCHEDULE - CLOSED
	Saturday and Sunday	CLOSED	
Office Hours	Monday - Friday	7:30 am - 4:00 pm	
	Saturday and Sunday	CLOSED	Thursday, July 4th
			Friday, July 5th
			Monday, September 2nd

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 11th. Your first budgeted payment will be due on August 5th. 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.nysersda.ny.gov/>



Summer BUCKET LIST

- Gaze at the Stars
- Have Breakfast for Dinner
- Set Up a Lemonade Stand
- Fly Kites
- Camp Out
- Go Bowling
- Pick Your Own Fruit & Veggies
- Host a Picnic for Friends
- Have a Water Balloon Toss
- Make a Bird Feeder
- Read a Book by a New Author
- Paint Rocks & Leave them for others to find
- Make an Obstacle Course
- Plant Flowers
- Have a Scavenger Hunt
- Make Your Own Ice Cream
- Visit a Museum
- Play in the Sprinkler
- Feed the Ducks
- Ditch Technology for One Day
- Play a Card Game
- Watch a Movie Outdoors
- Attend a Baseball Game
- Try New Foods
- Have a Dance Party
- Make Tie-Dye T-Shirts
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