

RESSLER PROPANE

GAS LINES

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www.resslerpropane.com

Contractor ID# PA008739

WINTER 2011

RESSLER PROPANE CENTENNIAL CELEBRATION 2012

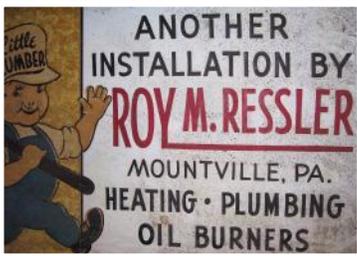
The start of the New Year always brings anticipation of things to come. The year 2012 will be very exciting to our company since it marks the 100th Anniversary of **Ressler's**. As a fifth generation heating and air conditioning business in residential and commercial properties, the company is also one of the largest independent suppliers of propane to homes, farms and industries in our service area.

James Ressler (William's son) joined the family business in 1971, after working in the field of accounting.

In 1993, the company purchased a property with rail siding within three miles of the Mountville plant. A terminal building, along with four 30,000 gallon tanks and a rail unloading tower was constructed at the facility. Expansion occurred in 1996 with the addition of four more 30,000 tanks and another unloading rack.

The Annville plant was added in 2007, to service the growing number of customers in the Lebanon County area.

In 2008, Bryce Ressler (James's son) and the fifth generation, joined the company.



Our History

In 1912, J. A. Ressler started a plumbing business in Mountville, PA. His son, Roy, was also employed in the business. Horse and wagon was the mode of transportation. Acetylene gas lighting systems were added as part of the plumbing business.

During the 1920's, J. A. Ressler became a pioneer in the oil heating business and grew this portion of the company to serve many customers with the installation of Williams Oil-O-Matic burners.

Roy continued the plumbing business in his name, after the death of his father in 1938. He began distributing "bottled" gas, (propane), primarily used for cooking.



In 1945, William Ressler (Roy's son) joined the company. The business was incorporated in 1961 as **Roy Ressler &**

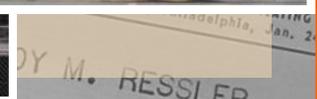
Son, Inc. The fuel business continued to grow and the change from 100 lb. tank delivery to bulk delivery initiated the development of the storage facility in Mountville in 1961.



Today

Ressler Propane offers a complete line of energy-efficient heating furnaces and boilers, water heaters, space heaters and fireplaces. We are committed to providing quality service and value to our many customers. We look forward to serving you for many years to come!

For more company history, please visit our website, resslerpropane.com



JIM'S REFLECTIONS

Normally I just reflect over the past year and what has happened, but since we are facing a milestone in our company's history - 100 years, I would like to briefly go back to our beginning. That is a long time in anyone's book but especially for a company to survive through four generations and now in its fifth generation. It has been interesting looking back over old artifacts and papers, from my great grandfather's graduation certificate from the "International Correspondence School" in 1900 to income tax returns, trade journals, correspondence, invoices and advertisements from then until now.



During the year of 2012 we will endeavor to put on display in the showroom as well as on our website some of these artifacts for any of you who are interested in the history of **RESSLER**.
PROpane

Enough of the ancient past and now for the present and what we see in the future, which contains more interest for most of you. Many of you have seen and heard about the "Marcellus Shale Natural Gas" discoveries and exploration. It is hard to believe that Pennsylvania is sitting on top of some of the world's largest natural gas reserves in the world. In less than 5 years we have seen the United States going from an importer of propane to a major exporter. One of the benefits of the "Marcellus Shale Gas" has been the additional production of propane from the processing of the gas, especially in the southwest part of the state.

Since propane is much more easily transported than natural gas, we will see much more of this additional production going overseas, meeting demand around



the world. Our hope is that the increased production will benefit us here in Pennsylvania. On the negative side we have seen one oil refinery (which also produces propane) close in the Philadelphia area with the promise of two more closures in that area as well as one in New Jersey by the end of 2012. We see these closures due to regulatory and world economic conditions.

One thing that has not changed over the years is that propane remains the most versatile of all the clean fuels available today. As well as being a clean efficient source of energy, propane is environmentally friendly and is not a pollutant or harmful to the atmosphere. If you have any questions about propane and how you can use propane to serve your comfort needs better and more efficiently, feel free to call on us at any time. When calling, please ask for Lenny or Bryce. We ask you also to review the enclosed important safety materials. We will do our best to serve you in the most efficient and professional way possible.

Please accept this 2012 inspirational calendar as a token of our appreciation for your business and, on behalf of our staff, we wish you a very Merry Christmas and a happy and prosperous 2012!

Five Generations of RESSLERS



J. A. Ressler

Roy M. Ressler

William Ressler

Jim Ressler

Bryce Ressler

Lenny Heisey

BEHIND THE SCENE...MEET LENNY HEISEY & FAMILY

With the company approaching 100 years of being a family owned business, it's the perfect time to meet Lenny Heisey, Service Manager for **Ressler Propane**. As the great-grandson of J.A. Ressler, who started the company in 1912, Lenny is the part of the fifth generation to provide service to our customers.



Lenny has lived in Virginia, Maryland and Illinois. After graduation from high school in 1996, Lenny attended college in South Carolina and graduated in 2001. He followed his parents' footsteps into the field of education and taught science in private schools for a number of years. Thinking it was time for a change of careers, Lenny joined **Ressler Propane** in 2005. The transition from teaching science to managing the service department was not difficult, since many of the daily service and installation issues are very technical in nature. As a change of pace, Lenny often assists with showroom sales and recommendation of products for specific applications.



Lenny and his wife, Jodi dated in high school, went through college together and are married for 10 years.

They have four children- Emma, age 7, Will, age 5, Isabelle, age 3 and Bennett, age, 1. The other member (not pictured) is Henry, the family's golden retriever. With church and family activities, there's little free time, but Lenny enjoys hunting, fishing and hiking with the family. Last year he was the assistant coach for his daughter's soccer team. Recently he and Jodi

completed a major renovation to their Mountville home, which coincidentally belonged to Lenny's great-grandfather, Roy Ressler.

With Lenny's technical background and life-long experience in the propane business, our

customers have peace of mind knowing they are in good hands.

BARB RESSLER'S FAVORITE RECIPE CORNER

CRAB-CHEESE MUFFINS

- | | |
|---|-------------------------------|
| 1 stick butter - softened to room temperature | 1 1/2 Tbsp Mayonnaise |
| 1 jar Old English Cheese Spread - softened | 1/2 tsp garlic salt or powder |
| 1 - 8 oz can crab meat (drained) | 1/2 tsp seasoned salt |
| 1 pkg English muffins - split | |



Jim and Barb Ressler - 2000

Combine crabmeat, cheese spread, butter, mayonnaise, and seasonings. Mix well until blended. Spread on muffins and sprinkle with paprika and dried parsley. Place on cookie sheet and broil about 5 minutes until cheese bubbles. To make small triangles, cut into fourths.

These may be made ahead of time and frozen. Freeze them on cookie sheets and then place in Ziploc freezer bags for longer storage.



When frozen, do not thaw before heating. Simply remove from freezer, place on cookie sheets and broil until cheese bubbles.

LIHEAP ASSISTANCE

Ressler Propane is a participating vendor with the Low-Income Home Energy Assistance Program (LIHEAP) for the 2011-2012 heating season. This program helps many families stay warm by providing cash grants and crisis grants that do not need to be repaid. To qualify, you must meet LIHEAP's income guidelines. To obtain more information or to apply for this program, please visit www.compass.state.pa.us or call the LIHEAP Hotline at 1-866-857-7095. Applications are also available at your county assistance office.

Lancaster Co. Assistance Office.....	717-299-7543
Lebanon Co. Assistance Office	717-273-1641
York Co. Assistance Office	800-991-0929
Dauphin Co. Assistance Office	717-265-8919
Cumberland Co. Assistance Office.....	800-269-0173

RESSLER PROPANE WINTER DELIVERIES

Winter weather is approaching and we at **Ressler Propane** want to be sure our customers receive their deliveries during inclement weather. Here are a few tips to help us maintain your delivery schedule.



- Please clear snow and ice from your propane tank
- Please keep access to your tank free from snow, ice, and parked vehicles.

- If you have an underground tank, please identify the location with a marker or stake at least 30 inches high.
- Please check your tank gauge (located under the tank dome) periodically. If the needle drops below 25%, please contact our office.

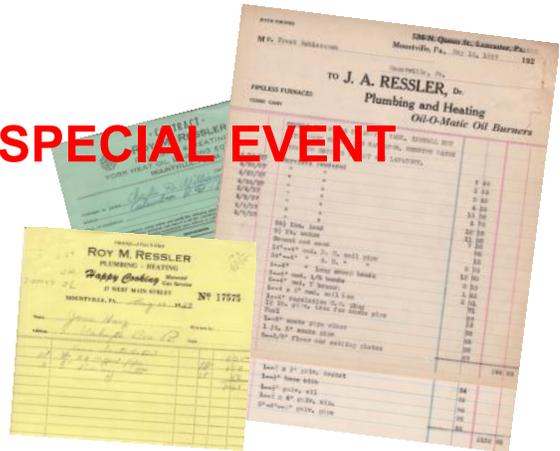


As in the past, we will use our automatic call system to inform customers of upcoming deliveries or changes during winter storms.

HELP US TO CELEBRATE OUR SPECIAL EVENT

As part of our 100 year celebration, we are searching for customers who have the oldest **Ressler** calendar, invoice, or dated correspondence.

Special prizes will be awarded, so search through those old files!! 1st Prize will be a \$200 gift certificate for use at **Ressler Propane**.



Merry Christmas!



DIRECT CONTACT



We've made some improvements to our phone system - now you can contact individuals directly through their extensions.

- Lenny Heisey - ServiceExt 303
- Ric Kuhns - DeliveriesExt 326
- Cathy Hensel - Account InquiriesExt 325
- Bryce Ressler.....Ext 306
- Jim ResslerExt 305

