



## TRY SCHEDULED DELIVERIES!!



With the harsh winter now behind us and warm breezes now before us, we can look back and reflect upon some of the realities this unusual winter exposed. One such reality is the temporary shortage of propane, due mainly to the colder than normal temperatures and supply-chain issues. In the event of a shortage, our primary responsibility becomes providing our scheduled delivery customers with the fuel they need, and to stand behind our commitment to them.

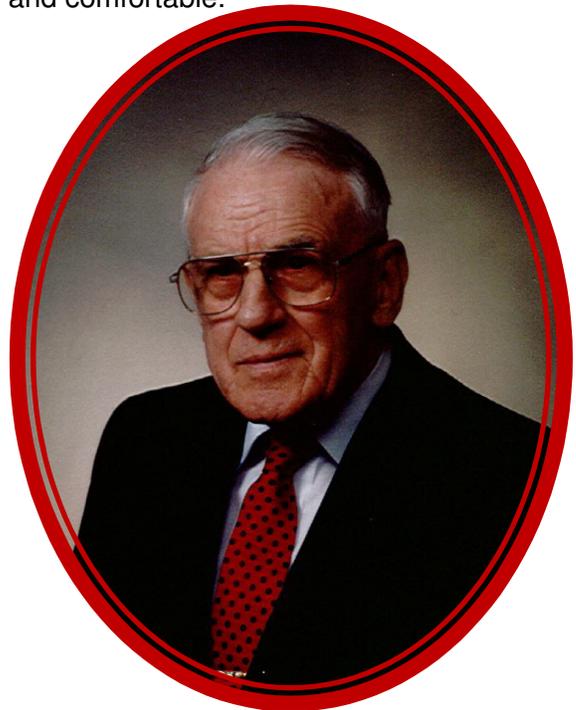
When we are able to schedule your deliveries for you, you get the piece of mind knowing that we can plan to allocate enough fuel for you before the winter begins. We are also able to plan a delivery for our customers "off the beaten path," whose driveways may be inaccessible for a few weeks, if we know harsh weather is on the horizon.

## COMMITMENT TO OUR CUSTOMERS

Frigid temperatures across North America, high demand for propane in the Midwest during crop drying season and propane exports led to tight supplies for propane in our area this past winter.

As temperatures began to drop, many providers were forced to send trucks into the southern part of the United States to obtain extra product. The movement of propane was also hindered by regulations on hours of service for propane drivers. In addition, fewer railcars are now transporting propane because of the increase in demand to transport other fuels.

With the hectic pace of the holidays, shoveling and scraping the ice off your windshield, why worry yourself with having to monitor your fuel levels and schedule deliveries? We at **Ressler Propane** offer scheduled deliveries at no additional cost, so you have one less thing to worry about and can rest assured that we are committed to keeping your family safe and comfortable.



**William "Bill" K. Ressler**

June 15, 1917 - June 11, 2014

*"The Life of William K. Ressler" see article on page 3.*

Another thing that impacts local propane supply is the developing demand for propane outside the US. For many years, the propane produced in the United States was distributed domestically and additional volume needed was imported from other countries. With increased production domestically and a greater demand in world markets, excess propane from the US is now exported to other countries. Since this volume is contracted in the summertime based on expected domestic needs, our country is not able to take advantage of the excess production in the US.

*"Commitment To Our Customers" continued on page 3.*

## BEHIND THE SCENE...DAN OBER

Our featured employee for this issue of Gas Lines is Dan Ober, sales representative and estimator for **Ressler Propane**. Dan joined our company in January of 2012 after many years of experience in the cabinet making industry. A Lancaster County native, Dan is a 1998 Penn Manor graduate. He graduated from Thaddeus Stevens College of Technology, majoring in cabinet making and also graduated from Millersville University with a Bachelor of Science degree in Industrial Technology. While in school, Dan was active in sports and was named All American in the high jump at Thaddeus Stevens and All American in the decathlon at Millersville. Way to go, Dan!

Dan & his wife Nicole, a former elementary school teacher, are married ten years and are the parents of Adelyn, age 3 and Elijah, age 1 ½. The Obers are expecting their third child in August and are pet parents to Maddie the boxer. As active members of Faith Bible Fellowship Church, Dan serves on the

adult worship team as a guitarist and vocalist, and serves as facilitator for the youth worship team. Although leisure time is at a premium, Dan can be found playing soccer or volleyball in a local church league, and enjoys the annual family vacation at Sandy Cove near Northeast Maryland. He also enjoys grilling special dinners for the family.



Dividing time inside helping customers who visit our showroom & spending time in the field allows Dan the opportunity to interact with many of our new and existing customers. Dan's goals are to meet and exceed customer expectations as well as be a positive contributor to a great

team. For any new project, whether running a gas line to outdoor appliances or adding a fireplace, contact Dan for expert advice on propane installations.

## BARB RESSLER'S FAVORITE RECIPE CORNER

### GRILLED SALMON STEAKS

1/3 c soy sauce  
1/4 c orange juice  
2 Tbsp olive oil  
2 Tbsp tomato sauce  
1 tsp lemon juice  
1/2 tsp Dijon mustard

1 Tbsp minced dried onion  
2 cloves minced garlic  
1/2 tsp ground ginger  
1/4 tsp fresh ground black pepper  
4 salmon steaks, approx. 1" thick



Combine all ingredients, except salmon, for marinade. Pour marinade over steaks in shallow glass baking dish. Cover and refrigerate for 60 minutes. Drain salmon and reserve marinade. Pour reserved marinade into small saucepan and bring to a boil over high heat for 1 minute. Brush steaks with marinade and place on grill grate. Grill until fish is tender and flakes with a fork, approximately 5 to 10 minutes, depending upon thickness. Turn salmon once & brush with marinade again halfway through cooking time.

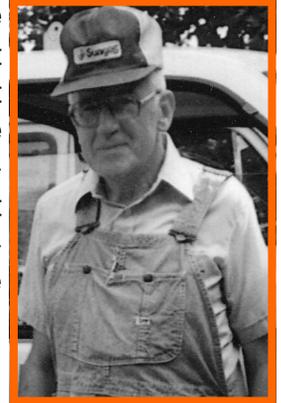
Makes 4 servings.

## THE LIFE OF WILLIAM K. RESSLER *(pictured on front page)*



**Ressler Propane** announces the death and home going of “Bill”, William K. Ressler. Bill came to the family business in 1945 after serving his pattern maker’s apprenticeship in Lancaster and working both in Baltimore and New York City with D.L. Martin, a defense contractor. Bill started out in the family business working in the field doing residential plumbing and heating work, and especially liked installing boilers. The business grew and he developed the commercial part of the business—estimating, laying out and supervising larger commercial jobs. He was also active in the propane part of the business doing everything from delivering 100lb

cylinders, driving bulk truck and transport as well as assisting in design and installation of the bulk storage facility in Mountville and the rail facility on Hempland Road. Bill enjoyed working and had a desk and office at **Ressler’s**, staying active into his 80’s. Bill would continue to go for the mail, take the deposit to the bank and make sure we were all doing things right. In 2000 Bill and his wife Anne moved to a new cottage at Saint John’s Herr Estate retirement community. Bill has spent the last three years of his life at Luther Acres Manor in Lititz. We at **Ressler’s** appreciated the leadership and example that Bill gave with his life and time.



## KEEP IT SAFE...RECIPE FOR SAFE GRILLING

- An outside, well-ventilated area, is the only a safe location for a grill. When not in use, the grill cylinder valve must be in the off position (clockwise).



- Always keep the top open when lighting a grill. Do not use matches or lighters to check for leaks.
- Store cylinders in an upright position (vertical). Do not store a spare cylinder

near a grill or another appliance.

- Never use a cylinder if it shows signs of dents, gouges, bulges, leakage or excessive rust. When in doubt, have the cylinder inspected by **Ressler Propane**.

Remember, if you need to fill a cylinder, purchase an extra cylinder or have a cylinder inspected or re-qualified, please stop by **Ressler Propane** at 27 West Main Street in Mountville. We are open Monday through Friday, 7:30 am to 5:00pm.

## MAKE PAYMENTS ONLINE

[www.resslerpropane.com](http://www.resslerpropane.com) is not only a great source of information, but also a source for making payments to your account. There’s no need to create a personal identification number (PIN), and best of all, it’s free! Follow these simple steps to make a payment:

- Select **My Account** from the main menu
- Select **Pay Online**
- Select method of payment – bank account or credit card (also debit card)

- Our site will prompt you for the required information and once the payment is processed, you will receive an acknowledgement.
- Payments are posted to your account the next business day.



## COMMITMENT TO OUR CUSTOMERS *(continued from front page)*

At **Ressler Propane**, our priority is to provide our existing customers with the fuel they need and the superior service they expect. Our robust supply plan and large storage capacity positioned us to be able to meet this winter’s unprecedented demand. During the numerous snowfalls this year, our dedicated staff and drivers made every attempt to deliver to each and every one of our valued customers.

We at **Ressler Propane** appreciate your loyalty and understanding during the tough winter months. We are always looking for new and improved methods to assist our customers. If you feel there is anything we could improve on, please take some time to kindly let us know.

Warm Regards, **RESSLER PROPANE**

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**VISIT OUR WEBSITE!**

## EXTREME WEATHER GUIDELINES



The winter of 2013-2014 was one for the record books and will remain in our memory for quite some time. Although the super snow storms have passed, we are now moving into the season of hurricanes, large area flooding, severe thunderstorms and tornadoes. Here are a few precautions to follow:

- Create an emergency preparedness plan and review it with your family.
- Before severe weather strikes, know how and where to shut-off the main gas supply valve on your propane tank as well as supply valves near indoor appliances.
- Make sure you and your family know what propane smells like. If you are uncertain, contact **Ressler Propane** for a free scratch and sniff brochure.
- Check the gauge on your tank. **Ressler Propane** recommends that you call our office when the gauge reads 30 or below. Propane may not be available

during major weather and roads leading to your property may not be accessible.

- Never use outdoor propane appliances indoors or in enclosed areas. This could result in carbon monoxide poisoning or death.
- Check your property for damaged gas lines or damage to your propane tank. If you find a propane tank on your property that is not yours, or if your tank has become dislodged or is missing, contact **Ressler Propane**.
- When safe to do so, inspect your propane appliances for water or other damage. Please do not attempt to repair valves, regulators or other appliance parts. Contact **Ressler Propane** to have a qualified technician evaluate your appliances.

For more information on extreme weather and propane safety, visit [www.resslerpropane.com](http://www.resslerpropane.com), and click on "Propane Safety".

## LIHEAP ENERGY ASSISTANCE

The Low-Income Home Energy Assistance Program (LIHEAP) helps many families, who are experiencing financial difficulties, to cover the cost of home heating. **Ressler Propane** participates in this annual program and

we encourage customers to contact LIHEAP for more information. The program will resume the fall of 2014.

