

RESSLER PROANE GAS LINES

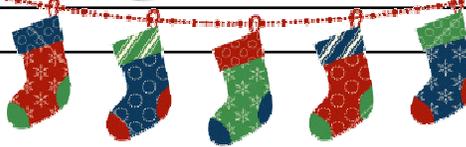


www.resslerpropane.com

WINTER 2013

Contractor ID# PA008739

JIM'S REFLECTIONS



Dear **Ressler Propane Family**,

As we face our one hundred second year of service to customers we can not help but reflect on the valued relationships that we have developed with you and your families over the past years.

You have allowed us to share in your joys and successes as well as helping to bear and understand some of your sorrows and difficulties. These relationships have made it a joy to serve your comfort needs. Yes, much has changed over the past 102 years but the need for good customer service and personal relationships has not changed.

To those of you who are new members of the **Ressler Family**, we welcome you and look forward to getting to know you and your family as well as giving you excellent customer service. Please let us know if there is anything that we can do to meet your needs and expectations. Our goal is to give you exceptional service and products at a fair price and with a smile.

We trust that you will take advantage of some of the tips, recipes, stories and information that follow. We trust that you will find our newsletter helpful as you get to know us here at **Ressler Propane** better.

We are sure that you will be pleased to know that a large percentage of the propane that we deliver to

you has been produced right here in Pennsylvania. A few years ago most of the propane was being imported from Canada. Since the production of the Marcellus Shale gas, we have been able to obtain our propane right here in Pennsylvania. We are happy to deliver a product that is clean, efficient, renewable and green that is being produced right here in our own state.



We know that many of you are aware of some of the additional services that we provide, - heating equipment and appliance installation, sales and service, even payment plan, email statements and invoices, online payments and a very helpful website resslerpropane.com providing information and tools to make your life more efficient,

easier, and saving you time and money.

As we celebrate Thanksgiving, Christmas and New Year, may our hearts be warmed by the blessings that we have and touched by the less fortunate at this special time of year.

We hope that you will be able to use the 2014 calendar that we are enclosing as a token of our appreciation.

Best wishes to all of you from all of us at **Ressler Propane**.

Jim Ressler

BEHIND THE SCENE...MEET ANDY RUTT

Andy Rutt is our featured employee for this issue of Gas Lines. A Lancaster County native, Andy is a graduate of Ephrata Mennonite School and has been with **Ressler Propane** for three years, delivering propane to our customers throughout our service region. During busy periods of time, Andy also assists our Service Department with fire-place and heat stove installations. Prior to joining **Ressler Propane**, Andy was a heavy equipment operator for a local construction company.

Andy and his wife Karla are the parents of two children, Kailey, age 5 and Owen, age 2. The family is actively involved within their church, Cornerstone Mennonite. Andy is a teacher for the Men's Sunday School class and until recently, served as a youth group leader, helping to operate their fund raising stand at the Ephrata Fair. During the warmer months, he also plays on the church softball team. Karla serves on several church committees and works part-time as a Certified Nursing Assistant.

An avid outdoorsman, Andy enjoys archery hunting and canoeing with his brothers. When spare time permits, the family spends vacations at their cabin in Pine Creek.



BARB RESSLER'S FAVORITE RECIPE CORNER

SESAME CARROT SLICES

3 c sliced carrots
2 Tbsp butter
2 Tbsp brown sugar
1 tsp ground mustard

1/4 tsp salt
Dash of coarsely ground pepper
1-1/2 tsp minced fresh parsley
1 tsp sesame seeds, toasted



In large skillet, cook and stir the carrots in butter over medium heat for 5 minutes. Add in the brown sugar, mustard, salt and pepper. Cook and stir 4 minutes longer or until carrots are crisp-tender and evenly coated. Sprinkle with parsley and sesame seeds.

Yield: 4 servings.

CARBON MONOXIDE SAFETY

Winter is here and most of us are now spending more time indoors. As fuel burning appliances are turned on and fireplaces are lighted, it is important to mention the potential hazards of carbon monoxide (CO). If inhaled, it can interfere with your body's ability to absorb and transport oxygen.

CO is a colorless, odorless, tasteless gas produced by burning fuels such as coal, wood, charcoal, natural gas, propane or oil. If appliances burning these fuels are used correctly and are in good working order, the amount of CO produced is not hazardous. However, if appliances are not properly installed or maintained, problems with CO can occur.

CO poisoning can be prevented by following these guidelines:

- Have your heating system, water heater, and any other gas-,oil-, or coal-burning appliances serviced by a qualified technician every year.
- Install a battery-operated CO detector in your home and check or replace the battery when you change the time on your clocks each spring and fall.
- If your CO detector sounds, evacuate the home immediately and dial 911.
- Seek prompt medical attention if you suspect CO poisoning and are feeling dizzy, light-headed or nauseated.
- Do not use a generator, charcoal grill, camp stove, or other gasoline- or charcoal-burning device inside your home, basement, and garage or near a window.
- Do not run a car or truck inside a garage attached to your house, even if you leave the garage door open.
- Do not heat your home with a gas oven.

NO HEAT CHECKLIST - KNOWING WHO TO CALL CAN SAVE YOU TIME AND MONEY

Before you make an after hours "no heat" service call, here are a few things to check:



- **Is your propane tank empty?** Check the percentage gauge located on your tank.
- **Is your emergency switch ON?** Some homes have a furnace emergency ON/OFF switch located at the top of the basement stairway or in a hallway.
- **Is your thermostat set correctly?** Confirm that it is set to the HEAT setting as well as the AUTO setting.
- **Have you reset the furnace?** Turning the power to the furnace OFF for 30 seconds and then back ON will cause it to attempt to run through another heat cycle.
- **Is snow blocking vent?** For direct-vent heating, clear snow or ice from vent.

LIHEAP ENERGY ASSISTANCE

The Low-Income Home Energy Assistance Program (LIHEAP), administered by the Pennsylvania Department of Welfare, helps many families pay for their heating bills. **Ressler Propane** is participating in the program for the 2013-2014 heating season. LIHEAP is a grant and does not have to be repaid. To receive help you do not have to be on public assistance – you do not need to have an unpaid heating bill and you can either rent or own your home. However, to qualify you must meet LIHEAP's income guidelines. To obtain more detailed 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. To apply you will need: the names of people in your household, dates of birth and Social Security Numbers for all household members, proof of income for all household members as well as a recent heating bill.

County Assistance Office Phone Numbers

Lancaster	717-299-7543	(LIHEAP)
Lebanon	717-273-1641	(LIHEAP)
York	800-991-0929	(LIHEAP)
Dauphin	717-265-8919	(LIHEAP)
Cumberland	800-269-0173	(LIHEAP)



SERVICE WITH RESSLER PROPANE... A GOOD RETURN ON YOUR INVESTMENT

Purchasing a home is possibly the largest investment most of us will make and it is important to maintain that investment. **Ressler Propane** has a fully staffed Service Department to provide our customers with installation and maintenance of the propane equipment that adds value to your home.



If you are considering a replacement of your heating or air

conditioning system with higher efficiency equipment, **Ressler Propane** can help select a product that best suits your energy needs and your budget. Installation by our trained technicians will ensure your system will operate at peak performance.

Remember to schedule periodic service appointments for your heating and cooling systems. Preventive maintenance not only prolongs the life of the equipment but also optimizes operation efficiency. Service agreements are available for propane furnaces, air conditioning systems and propane fireplaces.

In addition, our Service Department will also service and install water heaters, gas ranges, and gas outdoor living appliances. Feel confident in contacting **Ressler Propane** to help you maximize your investment!

Jesus Christ
the Reason for the Season

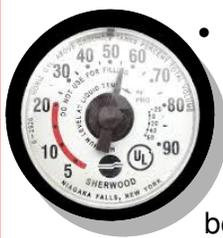


GOD BLESS YOU, AND HAVE A BLESSED CHRISTMAS

For God so loved the world that he gave his one and only Son, that whoever believes in him shall not perish but have eternal life. John 3:16

REMINDERS

It's the time of year when the weather can create havoc at any time. We want to be sure our customers receive their deliveries and we will do our best to keep you comfortable during the upcoming winter months.



- Please check the gauge under the hood on top of your propane tank periodically, especially if your usage is sporadic.
- If the level of the propane goes below 25, please contact our office.

Most customers are on automatic delivery, but sometimes usage is higher than we expect and we appreciate the update. If additional appliances are added to the propane usage, please notify our office so that we may adjust your delivery schedule accordingly.

- In the event of a snowstorm, please clear snow and ice away from and off of both above and underground tanks. A small stake or flag next to the underground tank can help our drivers easily and

quickly locate your tank when it snows. A path to the tank would be greatly appreciated.

- If you have a propane generator, please contact our office if the generator has been running for 24 hours or more. We will give priority to customers whose tanks are running low and whose generators have run over 24 hours. We will attempt to make the delivery as soon as possible, weather conditions permitting.

