

RESSLER PROPANE GAS LINES WINTER 2015

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POWERED BY PROPANE...

Contractor ID# PA008739

Ressler Propane is proud to announce the addition of two new delivery trucks into our fleet. It may not be apparent, but both of these trucks are powered exclusively by propane! The cab and chassis is manufactured by Freightliner and looks very similar to its diesel counterpart. However, looks can be deceiving. Once you open the hood, everything is different. The trucks are powered by an 8.0 liter engine assembled by Powertrain Integration. For all you gear-heads out there, this engine provides a remarkable 339HP and 495 lb-ft of torque.

Propane has been the motor fuel of choice for all of our service trucks for many years. Propane provides many benefits over gasoline and diesel, including cleaner emissions and lower operating costs. Since the late 1990's, this Freightliner is the first commercially available medium duty truck. We are still operating one older propane powered delivery truck, purchased in 1998, as a spare. We have purchased

and used diesel engines for our delivery trucks during the time when a propane powered alternative was not readily available. We are very excited about utilizing propane as an engine fuel once again for our delivery trucks, and look forward to the reduced emissions and the lower fuel costs which can directly impact both our community and customers!

Propane powered internal combustion engines have become more popular recently in the school bus and lawn mower market. The average consumer will most likely never utilize a propane powered car due to the lack of re-fueling infrastructure for propane in this country. However, if you are a fleet owner/manager or operate a commercial mowing business, propane could be an excellent option for you. Please contact someone in our sales office to discuss propane for your fleet needs.



BEHIND THE SCENE...MEET SCOTT MARTIN

Scott Martin is one of the most recent additions to the **Ressler Propane** team, joining the company in November of 2014. A 2009 graduate of Lancaster Menonite High School and Willow Street Career & Technical Center, Scott specialized in auto mechanics. After spending five years in the local auto service in-

dustry, Scott now helps to maintain the fleet of **Ressler** vehicles and other equipment located at our multiple facilities. He often assists with propane deliveries to our customers and with new tank and gas piping installation. Scott enjoys the variety of responsibilities within his job, as well as developing solutions to keep our equipment operating at peak performance.



A Lancaster County native, Scott now lives in the Ephrata area with his family, but looks forward to buying a house of his own. When he is not servicing the trucks at work, Scott enjoys spending time modifying and restoring cars. He also likes to drive, taking day trips with his girlfriend, LeAnne, to the Maryland shore and mountains of central Pennsylvania. For winter activity, Scott enjoys deer hunting, recently bagging an eight point buck in New Providence.

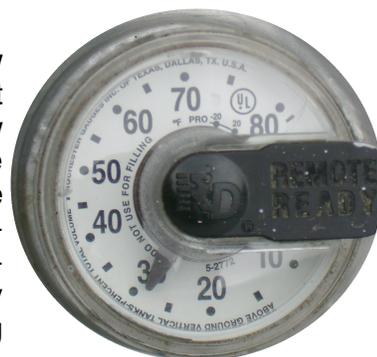
A true mechanic at heart, Scott likes the challenge of learning new things and problem solving. Welcome Scott to the **Ressler Team!**

COLD WEATHER REMINDERS

Colder weather ushers in the uncertainty of snowfall and freezing temperatures. **Ressler Propane** wants to be sure our customers are comfortable and well supplied with propane service during the winter months. Please review these reminders to help us keep your deliveries on schedule:

- Please keep your driveway clear of snow and ice.
- Please clear snow and ice away from above and underground tanks, as well as the regulators. A flag or small stake at least 30 inches high next to underground tanks is greatly appreciated as well as a path to the tank. If the tank is located within a fenced enclosure, please have the gate unlocked and snow cleared away from the entrance so the gate can open properly.
- Periodically, check your tank gauge. Please contact our office if the level of propane in

your tank is below 30%. This is not a dangerously low level, but will give our dispatcher the information needed to make a necessary delivery before running empty. It is also important to notify our office if you add or subtract any gas appliances to your existing propane system.



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

REFLECTIONS

Dear **Ressler** Family,

With summer in the rearview mirror and the prospect of colder weather to come, I would like to take a moment and recognize the **Ressler Propane** staff for their tireless efforts in servicing our customers. Our goal as we approach another busy winter season is to meet and exceed our customers' expectations.

We have been a premier propane provider for this area since the 1950's and have the knowledge and know-how to meet all of your propane and related comfort needs. Building a relationship with our customers is our goal, and those relationships are what give you the confidence to trust **Ressler Propane** for all of your comfort needs.

To those of you who are new members of the **Ressler** Family, we welcome you and look forward to getting to know you better. We trust you will experience the great customer service our existing customers have learned to appreciate. Please let us know if there is anything that we can do better to meet your needs and expectations. We are committed to giving you exceptional service and products at a fair price and with a smile.

If you have found our products and services to be of value to you, please pass the word along! We make it a point to keep advertising costs at a minimum and to gain new customers through word-of-mouth as op-

posed to a flashy ad campaign. I want to say, "Thank You" to those of you who have provided us with many unsolicited compliments and also recommended us to your neighbors.

As a quick reminder, please be aware of all of our service offerings. We offer complete HVAC and fireplace installation sales and service, even payment plans, discounted email statements and invoices, online payments and a website resslerpropane.com with much helpful information and tools to make your life more efficient and easier.

As we celebrate Thanksgiving, Christmas and New Year, we extend the warmest holiday greetings to you and your loved ones.

We hope that you will be able to use the 2016 calendar that we are enclosing as a token of our appreciation. Also enclosed is a propane safety pamphlet with which we encourage everyone to become familiar. Should you have additional safety questions, we would love to answer them for you.

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

Bryce Ressler

General Manager



RESSLERS FAVORITE RECIPE

GOURMET POTATOES

6 medium potatoes

1/4 c. butter

1/3 c. onion, chopped

2 c. cheddar cheese, shredded

1 c. sour cream

1 tsp. salt

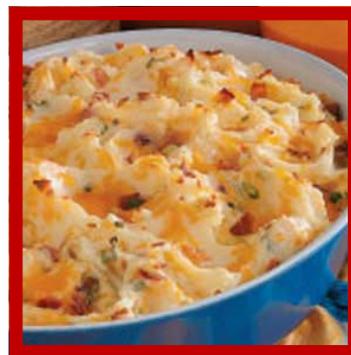
4 slices bacon, cooked and crumbled

Paprika

2 Tbsp. butter - cut into small pieces

Cook potatoes in skins and cool in refrigerator overnight. Peel potatoes and shred coarsely. In skillet over low heat, cook onion in 1/4 c. butter until onion is soft, about 6 minutes. Do not brown. Add cheese; stir until melted. Remove from heat; blend in sour cream and salt. Fold in potatoes and turn into greased 12x8 inch baking dish. Dot top of potatoes with butter; sprinkle with paprika and bacon.

Bake 40 minutes at 350 degrees.



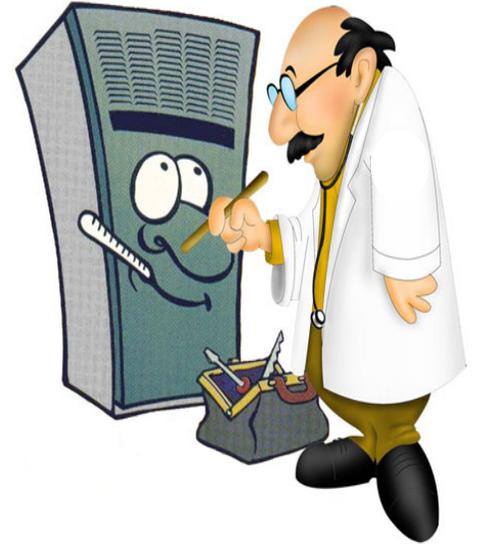
THE IMPORTANCE OF MAINTENANCE AND LEAK TESTS

We depend upon our home propane systems to keep us warm, heat our water, cook our food and dry our clothes. Not only is it important to periodically service appliances, but also to inspect the gas piping system supplying the propane from the tank to the appliances. Leak tests are an excellent method to check for minor leaks that may go undetected. It is also a requirement to leak test the propane system each time a tank runs empty to be certain there are no leaks in the gas piping. Contact our Service Department to schedule a leak test for your propane system.



To prolong the life of your propane equipment and to optimize operating efficiency,

Ressler Propane offers Service Agreements for propane furnaces, air conditioning systems and propane fireplaces. The agreements include a pre-season maintenance to clean and service the equipment, verify proper operation and a leak test on the entire gas piping system. The service agreements also offer significant discounts on other products and service. To inquire about purchasing a service agreement, please visit our website resslerpropane.com or contact our office.



MOVING?

Listing your home and moving to a new residence is often a hectic time with so many details to remember. **Ressler Propane** wants to help make your property transition as smooth as possible. Please contact our office if you have any questions concerning the sale or rental of your property and the status of your propane service.

If **Ressler Propane** is providing you with automatic delivery service, please contact our office when the property is listed. We can discuss your propane needs to determine if additional deliveries are necessary or if certain deliveries should be cancelled. You will want to notify the home buyer of the propane tank on the property and have them contact our of-

fice to establish an account so that deliveries can continue once the property changes ownership.



The Low-Income Home Energy Assistance Program (LIHEAP) helps many families cover the cost of home heating. **Ressler Propane** participates in this annual program and we encourage customers to contact LIHEAP if they are experiencing financial difficulties. LIHEAP is a grant and does not have to

be repaid. To qualify, you must meet LIHEAP's income guidelines. If you wish to obtain more information or to apply for this program, please visit www.compass.state.pa.us or call the LIHEAP Helpline at 1-866-857-7095. Applications are also available at your county assistance office.