

# THE PILOT

2011



## No Time Like Springtime!

**Welcome Spring!** It's time to turn down our propane furnaces, fireplaces, and room heaters, and crank up our outdoor grills and patio heaters! But that's not all propane has to offer in the spring! Because demand for propane appliances and installations is lower than in the fall, customers who add propane appliances in spring experience significant benefits.

- Shorter wait times for both their estimates and installations.
- Greater availability of appliances, and sometimes a lower price on certain discontinued models.
- Immediate energy savings with the installation of high-efficiency appliances, such as tankless water heaters.
- Ability to extend the outdoor living season into early spring and late fall with the addition of a patio heater.
- Ability to enjoy new fireplaces and other room heating appliances immediately in the fall.

Don't let the size of your propane tank hold you back! In most cases, an existing tank will accommodate at least one additional appliance. If not, we can install a larger tank suited to your expansion plans.

**Our new website is a great resource.** Not only can you preview different appliances, there is a page that lists the combination of equipment and appliances each size tank will support. To schedule an estimate now, call 410-239-9515. You can also visit us at the Carroll County Home Show on April 9 & 10!



## Keeping Contact Info Current

You matter to us! There are times when serving you to the best of our ability requires that we contact you with important service or weather-related information. These situations don't happen often, but when they do, being able to reach you immediately can literally make the difference in our ability to deliver your propane to you on time.

If you would, please take a minute to complete the **Customer Connect** form on our website so that we can make sure we have your most up-to-date contact info, including cell phone number and email address. We also want your feedback, and have included a couple of quick questions as well. (To ensure we accurately match your input with your account, **CustomerConnect** will ask for your Tevis Propane account number, which we have printed above your address on page 4.) You may also call Customer Service at 410-876-6800 to update your contact information.



# Automatic Delivery Helps Ensure Your Safety!

**Automatic Delivery** is more than a convenience; it adds two important safety features to your propane service. The first is obvious – if propane is your primary heat source, running out of propane in the winter puts your family and your home at risk. Automatic Delivery prevents this.

The second safety feature is less obvious. Since an Automatic Delivery customer should never run out of propane, if they do the question is WHY? Did usage change? If so, the long-term fix would be a simple adjustment in our scheduling system, or a wireless tank monitor when usage patterns are inconsistent.

Of much greater concern is that the run-out is the result of a leak somewhere within your propane system. This is why a leak test is required by State and County code after any run-out. The code also requires that any leaks discovered during the test be repaired before the system can be operated again. Tevis Propane is certified to perform leak tests, which take about 30 minutes.

*Yes, Automatic Delivery is convenient, but the reason we require it is for your safety!*



## Scheduling Deliveries That Are “Just Right”

Although we never want you to run out of propane, we also don't want to show up before you need a fill. Depending on how you use your propane, finding the right balance can be tricky.

To help us schedule automatic deliveries that are neither too early, nor too late, but *just right*, please call or email us if:

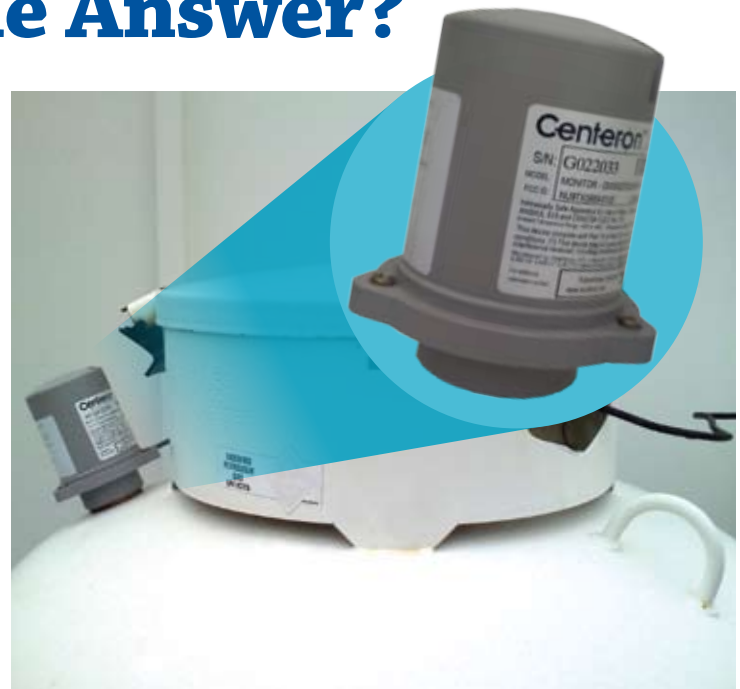
- ✓ you are using your propane appliances more or less frequently than before, or
- ✓ you would like us to make a specific adjustment to your delivery schedule, such as a summer delivery hold.

*We appreciate your cooperation. Efficient deliveries benefit everyone and help us keep our prices as low as possible!*

# Is a Tank Monitor the Answer?

Our systems are very good at scheduling propane deliveries for whole-house heat, based on your usage history and outdoor temperatures. But what if you use propane intermittently or for purposes that are not directly aligned with outdoor temperatures, such as a fireplace only, a generator, or a pool heater? In these situations, when propane usage does not follow a predictable pattern, tank monitors have proven themselves to be very effective. By sending regular tank level updates to our system, tank monitors allow us to schedule deliveries when a tank reaches a specified level.

The feedback we have received from our initial group of tank monitor customers has been very positive! As a result, we will be contacting all customers with similar histories of small or uneven delivery volumes for permission to install monitors on their tanks, at no charge! We expect to begin the process this summer. If you feel you are a candidate for a tank monitor, and we don't contact you, please call or send us an email.



## If You Smell Gas or Suspect a Leak

It is very important that everyone in your family, including babysitters and children, know what to do in the event of a gas leak. And just like every family should have a fire evacuation plan, you should also have a plan in the event of a gas leak.

### If you smell propane, follow these instructions exactly:

- 1) Put out any smoking materials and other open flames.
- 2) Get everyone out of the house or building immediately.
- 3) **Do NOT:**
  - ▶ Operate electric switches or appliances
  - ▶ Light matches
  - ▶ Use a phone
  - ▶ Create static electricity
- 4) Close all gas tanks or cylinder supply valves, and leave them closed until help arrives.
- 5) Leave the property and call:
  - ▶ Local fire department (911)
  - ▶ Tevis Propane (410-876-6800)

- 6) **Do NOT** re-enter the building, even if you no longer smell gas.

- 7) Have leaks repaired by Tevis Propane.

**Exception:** Children who are old enough to be home unattended should stop after #3 and immediately proceed to a pre-determined evacuation site. If you live in a very rural area, designate a safe perimeter of at least 300 feet. Be sure your child has a cell phone (pre-programmed with emergency phone numbers) to use when they get to the evacuation site.

For more propane safety information, visit our new website [www.tevispropane.com](http://www.tevispropane.com) and click About Propane.





Delivery: 410-876-6800 • 717-632-3400  
Installation: 410-239-9515 • 717-632-3403

AUTO STD  
U.S. Postage  
**PAID**  
Permit No. 955  
Westminster, MD



P.O. Box 26, Westminster, MD 21158

### Visit Our Showroom!

1618 N. Main St., Hampstead, MD  
[www.tevispropane.com](http://www.tevispropane.com)



**10% OFF**  
**Any Appliance**  
**Service**  
[www.tevispropane.com](http://www.tevispropane.com)  
Expires 6/30/11

## Tevis Propane: Soon to be in the Pink!

If you think our bright blue delivery trucks are eye-catching, just wait until this summer when we paint one of them PINK!

Tevis Propane is proud to be teaming up with the American Breast Cancer Foundation and propane companies across the country to help raise money for ABCF's Key to Life program, which provides direct financial assistance to uninsured or underserved individuals for the screening, diagnosis, and treatment of breast cancer.

Not only will each propane company make a donation to Key to Life for every gallon of propane delivered from these pink trucks, we hope their presence out on the roadways will remind women and men everywhere that early detection and treatment are truly the "keys" to breast cancer survival.

"We all know someone who's been impacted by breast cancer," says Dave Honeycutt, Tevis Propane Manager. "This is something we can do to help families in our communities."

The donation Tevis Propane makes to ABCF will not be added to your propane cost. If, however, you would like to make your own tax-deductible donation to ABCF, we have provided a link to their website on [www.tevispropane.com](http://www.tevispropane.com) and Facebook, [www.facebook.com/TevisPropane!](http://www.facebook.com/TevisPropane!)



Follow us on Facebook, as we plan to unveil our pink truck in August 2011!



## Text Ur Way to EZ Referrals!

When you update your contact information in **CustomerConnect**, be sure to opt in for text messaging! In addition to occasional updates and savings opportunities, we will send you referral texts that you can forward to friends and family. If they become an Automatic Delivery customer and their oil or propane tank is 250 gallons or larger, you and the person you refer will each receive a \$50 account credit.

If texting isn't your thing, that's okay! Anytime someone mentions your name when they become a new Automatic Delivery customer, you and they each will receive a \$50 referral credit. As always, the number of people you can refer is unlimited, so get texting and enjoy some savings! Standard text messaging rates apply. Please check with your carrier.

