

# THE PILOT



## Expanded Retail Showroom We're moving... to the top of the hill!



Our Hampstead retail showroom will move to the top of the hill (alongside Route 30 just north of downtown Hampstead) to allow for easier access, more open showroom space, and an expanded selection of retail products! We're still in the same location, just closer to the road. We'll be opening the doors

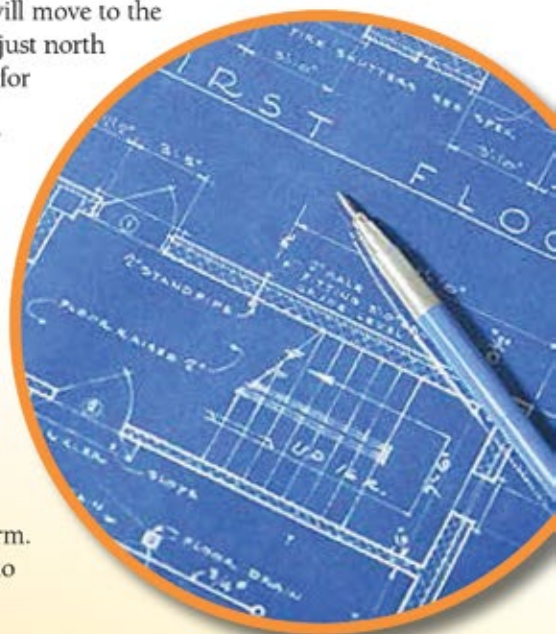
in **June 2014**. We're very excited

about the opportunity to serve you even better

with our new retail area, which will also feature our **grill tank fill-and-exchange station**. Until then, please visit us at our current showroom at the bottom of the hill. See the website, Facebook, or emails for updates!

Which reminds us... *do we have your email?*

Don't be surprised if we ask for your email address the next time you call. Sometimes we need to get you information quickly in case of an emergency, such as a hurricane or snowstorm. Thank you for sharing this important information with us. We value your privacy, and vow to never share any of your private information.



## Need a Summer Getaway? Look no further than your own backyard



We know, we know-- we're not out of winter yet; we still have to shiver through February. But for us, this is one of the most exciting times of year. Because before you know it, the ground will thaw, a warm breeze will roll into the area, and you'll soon be spending time in the fresh spring air rather than huddled indoors. Which means... now is the perfect time to think about expanding your living area into the great outdoors! From gas grills and accessories, to patio heaters, to fire pits, Tevis Propane has everything you need to complete your perfect outdoor escape.

We carry the highest quality outdoor products, such as Vermont Castings grills and Napoleon fire pits and patio fireplaces. We also offer Tevis Propane grill tank fill-and-exchange at our Hampstead headquarters and at the Hampstead Jiffy Mart (both located along Route 30).

You can browse our manufacturers' selections of outdoor equipment online at [tevispropane.com/outdoorliving](http://tevispropane.com/outdoorliving).



# Oh, the Places We've Been!

Oh the places we've been,  
since 2011.  
We've been here, we've been there.  
Our Pink Truck's been everywhere.

Wherever our truck lumbers,  
we're improving our numbers.  
Here they are at a glance,  
it doesn't happen by chance!

Over 39,000 miles,  
and countless rousing smiles.  
Raising over 17 grand  
to make the stand.

And find the answer  
to beat breast cancer!

Dr. Seuss (and doctors everywhere) would be proud of our Pink Truck's mission and success. Call to request the Pink Truck to make your delivery or to request that a portion of your next delivery bill be donated to the American Breast Cancer Foundation.



## Home Renovation? Think PROPANE.

The versatility of propane and ease of installation can be a huge asset to any new construction project—big or small. Propane appliances benefit sun-rooms, basements, or even brand new homes. Also, spot-heating with a hearth appliance can generate comfort cost-effectively, warming a heavily occupied section of your home without upgrading the entire central-heating system. Adding a hearth appliance is among the most efficient ways to reduce your heating bill without sacrificing your comfort. If you are thinking about building a new home, propane can also economically heat your whole house to perfection.

Tevis Propane covers every home renovation job—from a 60-gallon tank for your new cooking appliances to a 1,000-gallon underground tank for heating your entire home. Explore your options by giving us a call. Our estimator will be glad to speak with you and complete an estimate free of charge, without obligation.





## Big Enough to Listen, Small Enough to Care



Doesn't it seem that businesses are losing their human element?

This has become especially apparent in the heating industry, where large nationwide companies are acquiring smaller businesses and losing their personal touch along the way. Tevis Propane is different; our commitment to service is the sole reason that our locally-owned company can flourish in such an industry. We must serve our customers better than everyone else, therefore:

**We are dedicated to *reliability*.** At Tevis, you're more than an account number; you're an individual with a life, a family, a career. As fellow community members, our employees spend time and money to improve our shared community. As your propane provider, we work tirelessly every day to ensure your satisfaction. All of our service technicians are highly qualified professionals with years of experience in the propane industry. Our staff has a combined 78 propane certifications from the National Propane Gas Association, and we're always training for new and better ways to handle your propane needs.

**We are dedicated to *safety*.** Your safety is our number one concern, and we vow to never cut corners when it comes to your family's well-being. That's why we perform a free Safety Gas Check on every new account. And at every visit, our safety-certified technicians and delivery drivers perform a visual inspection of your propane tank and its fittings.

**We are dedicated to *friendliness*.** With Tevis Propane, you will never dial an endless string of numbers in an attempt to contact an actual human being. Our neighborly and knowledgeable office staff is always happy to provide you with excellent service and to assist you with all your propane requests.

Reliable, safe, and friendly service. We have you to thank for recognizing that bigger isn't always better. Thank you to all our loyal customers. Let us know how we're doing at exceeding your expectations—email: [info@tevispropane.com](mailto:info@tevispropane.com).

## Pilot Lights

Have you considered turning off your pilot light this spring? The pilot light on your propane appliances, such as a fireplace, can use up to 10 gallons of propane per month. Therefore, we recommend you turn off the pilot light once the heating season comes to a close. You'll save money throughout the summer months. When we visit for your annual late summer or early fall cleaning, we will turn the pilot light back on before the cold weather arrives. Have questions? Give us a call.

Delivery:  
410-876-6800  
717-632-3400

Installation:  
410-239-9515  
717-632-3403



## ECHO Monitoring System

Customers love our ECHO program! Our tank monitor system ensures you never run out of propane. ECHO sends us data regarding your tank level 10 times per month, including alerts if the amount of propane falls below a preferred level. Our standard automatic scheduling systems are great at timing deliveries when propane usage mirrors outdoor temperatures or is used for domestic hot water. However, when your tank is used for unpredictable appliances such as fireplaces, generators, or pool heaters, the usage is more difficult to project. ECHO is perfect for these tanks, because it sends us real time data that allows us to serve you more efficiently. ECHO gives you peace of mind; you can be sure you're covered no matter your usage.

Please call or email us if you would like to learn more about ECHO.





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Installation: 410-239-9515 • 717-632-3403



P.O. Box 26, Westminster, MD 21158  
**Visit Our Showroom!**  
1618 N. Main St., Hampstead, MD  
[www.tevispropane.com](http://www.tevispropane.com)

## Free Remote Control With Any Hearth Installation **\$135 Value!**

Expires 2/28/14.  
Not valid with other offers.



## Patches & Patterns Exhibit

The Tevis family of companies is proud to sponsor "Patches and Patterns" at the Carroll Arts Center. The exhibit features some beautiful quilts, which will complement the Barn Quilt Project that began in Carroll County this fall. Much like the artists' quilts, Tevis represents a local tradition of warmth and comfort. Visit the Tevis Gallery in the Arts Center any time through February 22nd to see these quilted masterpieces. See the Carroll Arts Center website for more details: [carrollartscenter.com](http://carrollartscenter.com).



## EMPLOYEE SPOTLIGHT - Rachel Rodgers

If you've called or emailed Tevis Propane recently, you've probably spoken with **Rachel Rodgers**. She has worked with Tevis for over six years, receiving your phone calls, scheduling appointments, and supporting our experts in the field, Scott and Mike. Rachel updates customer files and schedules projects so they best accommodate the customer. In fact, that's what she says makes Tevis different: "We really try to figure out what is best for the customer. We listen to their needs and offer a solution that works for them. There's no pressure, no obligation."

Rachel is a native of Westminster and currently lives in Manchester. She enjoys spending time with her family and her beagle, Gordon (named after NASCAR's 24 car). She loves live music, scrapbooking, and of course the World Champion Baltimore Ravens!

