

**PERSONALLY SPEAKING**

## tell us what you think

Dear Friends,

**“Are we meeting our customers’ needs?”**

That’s the question that I continually ask our drivers and the folks who answer our phones. Are we solving any problems that come up? Are people satisfied with our service?

I keep asking these questions because our mission is

always to **provide you with the best service possible.** That means we must be responsive to your needs and provide the right solutions for your home—quickly and correctly.

Today, I’d like to put this to the test. With your help, I can find out how we’re *really* doing. **Please take a few minutes to answer the questions on the enclosed survey.** Your feedback will guide us to focus on any areas that could use improvement. It will tell us what we’re doing right, and

how we can get better.

To thank you for your time, **we will enter every survey we receive into a drawing to win a \$1,500 gift card!**

If there is anything we can do for you right now, please call us. Thank you for your business and for your trust in the people who help keep your home safe and comfortable.



Jeff Ruffner

Warmly,

Jeff Ruffner  
General Manager

P.S. Congratulations to **Scott and Teresa Cleveland**, winners of the **Samsung Galaxy** smartphone from our spring newsletter contest.

## Smart Buy makes life easier

**E**ven we were surprised by the positive reaction to our Smart Buy promotion in the summer. More than 25% of our customers signed up for this popular program, which allows you to spread your fuel costs out over as many as 10 months. Here’s what customers have been telling us:



**Customer Service Representative Joyce Aukes discusses the convenience and value of our Smart Buy program.**

**“My propane bills tend to bunch up around the holidays, so this will be really helpful.”**

**“Usually companies make you pay extra to spread things out. You guys are actually charging me less this year. What’s not to like?”**

**“We really appreciated that Smart Buy lets us go on automatic delivery without worrying about getting hit with a big or unexpected bill. That was a win-win.”**

**There is still time to sign up for Smart Buy!** When you enroll, you automatically qualify for a discount! Call us today if you would like to make your propane payments easy and more predictable.

## going the extra mile to find a cure

**We are now making deliveries** from a truck with the Leukemia & Lymphoma Society decal. We’re using this truck to raise awareness and donate money to find a cure for these diseases.

For every gallon we deliver from the truck, we will donate 1¢ to the Leukemia & Lymphoma Society. We expect our truck to

deliver as many as 300,000 gallons over the next year, which would work out to \$3,000 in donations!

If you would like to join us in the fight against leukemia and lymphoma, please visit their website at [www.lls.org](http://www.lls.org) so you can learn more and make your own donation.



# enjoy better living with propane

People who want to save energy, protect the environment and make their homes more comfortable are discovering propane because it's an efficient, versatile and clean-burning fuel. Here are just some of the many ways propane makes your life easier.

## all the hot water you want



**FAST FACT:** Tankless water heaters can be mounted on walls, and are ideal in homes where space is limited.

If your home and family require lots of hot water, you'll be thrilled with the options that are available to you with propane water heating. Not only will you get all the hot water you need, you'll get it for much less than if you heated your water with electricity. You can save even more with a high-efficiency tankless propane water heater.

**FAST FACT:** The most efficient stoves have an automatic, electric ignition system, which saves propane because the pilot light is not burning continuously. (Tip: Keep range-top burners and reflectors clean; they'll reflect heat better and save energy.)



**Cook like a pro.** If you love to cook, you will love a gas stove. Gas ovens give you much better temperature control and heat distribution than electric stoves. In addition, gas cooking appliances—cooktops, ranges and ovens—are available in the latest styles, including commercial-grade stainless steel.

**When the lights go out,** yours will stay on. With its own on-site fuel supply, a propane generator gives you plenty of fuel to weather power outages until utility trucks can get to your neighborhood. Having emergency power provides peace of mind, especially when a winter storm is forecast.



**FAST FACT:** A 250-gallon propane tank and a 7-kilowatt standby generator can provide enough electricity to power your home for five days.



## cutting-edge solutions

Propane is getting better every day! Some recent improvements in propane equipment include these:

- ▶ **Micro-combined heat and power (micro-CHP) technology** makes it possible to combine a furnace with a generator, which heats the home and **makes electricity**. When operated 4,000 hours a year, this hybrid system can produce nearly 5,000 kilowatt-hours of electricity, which not only saves money but reduces greenhouse gases by about 6,000 pounds per year.
- ▶ **High-efficiency** heat pumps can be powered by an engine fueled by propane, allowing you to efficiently heat and cool **multiple zones** in a home.

**FAST FACT:** Propane gas fireplaces can produce twice as much heat as wood-burning fireplaces at about a third of the cost. And there's no soot, ash or smoke.

**Bask in ambiance.** With a propane fireplace, there's more heat without the work and fuss. Light your fire with the flip of a switch and then enjoy the incredible atmosphere you get with today's log sets and realistic flames.

## how much can we save by conserving?

Most of the approximately 100 million homes in the U.S. waste a lot of energy because of factors like poor insulation and outdated heating equipment. If two million propane-heated homes made major energy efficiency improvements, the savings would be enormous.



Gallons of propane saved each year by improving energy efficiency in two million homes.

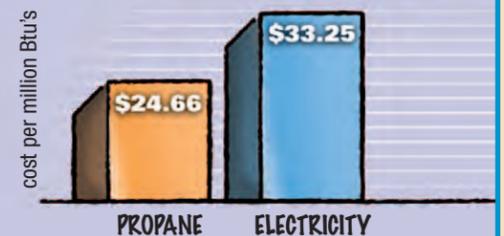


Energy dollars saved in those two million homes over 25 years

## propane: a better choice than electricity

When you stop to think about it, it's really amazing how many household appliances that run on electricity can also run on propane—your furnace, stove, clothes dryer, water heater. Even better, the cost of running these propane appliances is much lower than with their electric counterparts. That's because propane is a more efficient fuel. Besides giving you more for your money, propane also has a much lower environmental impact than electricity.

### propane gives you more for your money



Propane and electricity are measured in different units (gallons, kilowatt hours). To compare prices, you must look at the cost for each to produce an equal amount of heat. A common method, used here, compares dollars per million Btu's (a standard measure of heat).

Source: Energy Information Administration, January 2010.

## efficiency: the key to home heating

Many people are taking a closer look at the energy efficiency of their homes so they can conserve fuel and lower their heating costs. Because of great advances in technology, today's high-efficiency heating systems use substantially less fuel than older models. That's why a new system can reduce your annual heating bills by 30%.

With a new propane heating system, you'll get:

- ▶ more heat from less fuel
- ▶ lower heating bills
- ▶ fewer breakdowns
- ▶ environmentally-friendly warmth

**11 billion**  
Number of gallons of propane consumed each year in the U.S.

**50 million**

Number of people in the U.S. who use propane every day.

## PROPANE BY THE NUMBERS

**5-10**

Number of years a propane furnace can outlast an average electric heat pump.

**35,000**

Number of pounds of greenhouse gases that could be eliminated in 10 years for every propane tankless water heater that replaces an electric water heater.

## cool ideas to *heat up* your outdoor living



**Joe Greco**, our market manager, has more than 30 years of experience in the propane business, giving him an expert's perspective on what consumers want.

Joe encourages all of our customers to visit our nearest location to get an up-close view of all the products we carry. **Here are "Joe's picks" for cool products that can heat up outdoor living.**



Joe Greco



**Propane grills.** You won't find a more durable grill on the market today than the Broilmaster. We offer the complete line, including the Super Premium series with the exclusive stainless-steel bow-tie burner.



**Propane lighting.** Propane can be used to light all areas of your home's exterior. Popular applications include propane-fueled tiki torches, which provide plenty of lighting and ambience while eliminating the smell and residue created by oil-burning torches.



**Propane fire pits.** Why waste time with wood to light your fire? Just flick a switch, gather round your fire pit and enjoy outdoor warmth.



**Propane • Tankless Water Heaters • Grills • Fireplace Inserts • Water Heaters • Service**

**Call Us!**

**855-266-5404**

**Visit Us!**

**EnergyUnitedPropane.com**



1900 Odell Owen Road  
Lexington, NC 27295

PRESORTED  
STANDARD MAIL  
U.S. POSTAGE  
PAID  
MPI

## what's the magic number? 30%

**M**ost of our customers receive **automatic deliveries**. If you do not, you can help us (and yourself) by giving us enough notice so that you do not run out of propane. Please remember to check your propane gauge at regular intervals. **The key number to remember is 30.** When your propane tank level reaches 30%, it's time to give us a call and schedule a delivery.

The last thing you want is to have your tank go empty. When you run out of propane, the loss of pressure in the empty tank can lead to leaks in the piping around the system. Safety codes require us

to come out and perform a pressure test before refilling your tank. This costs you money!

You can avoid that by enrolling in our free automatic delivery service. We keep track of your fuel use and know exactly when you will need a delivery.

For complete peace of mind, combine automatic deliveries with our Smart Buy plan. You'll never have to worry about running out of fuel—or getting a big winter fuel bill—again!



**Route Salesman  
Bryant Woodard**  
provides advice on how you  
can avoid running out of fuel.

**Return the enclosed survey to us for your chance to WIN a \$1,500 gift card!\***

\*No purchase necessary. Purchase will not improve chance of winning. See survey for more details.