

PERSONALLY SPEAKING

trust the propane experts

Dear Friends,

Over the years, we've learned that there are aspects to propane for which experience and knowledge really matter. Propane is perfectly safe when it's installed properly by licensed technicians and customers receive expert guidance. But understanding how to do it safely is not something you learn in a quick certification course. It has to be woven into every fiber of your organization.

That's why we require all our technicians and drivers to complete and maintain the propane industry's **Certified Employee Training Program (CETP)**. We also require every technician to take advanced courses in propane safety.

Additionally, we equip our technicians with the latest digital diagnostic tools and smartphones. This allows them to access your service records and stay in close contact with the office for the best assessment of problems and quickest response to your calls.



Jeff Ruffner

Of course, at some point, you'll probably have questions about the safe use of propane in your home. *Please don't hesitate to call us if you need our advice!* We also encourage you to review the safety tips we have posted on our website.

So when you think about your propane company, we hope you'll look at the big picture. We

have an impeccable safety record that other companies cannot match. And our technicians and drivers are the most capable, best-trained team around.

Warmly,

Jeff Ruffner
General Manager

P.S. **Congratulations** to **Patricia Macchiaverna** and **Marilyn Weigold**, each a winner of a Microsoft Surface 3 from our fall newsletter contest.

who needs a hot water tank?

If you love taking long showers or soaking in a hot tub, or if you just want to save money by using the latest energy-efficient technology, you are going to love having a **tankless water-heating system** in your home.

Tankless water heaters work by heating water as it passes through the unit. That's a lot more efficient and economical than always keeping a large amount of heated water in a tank.

As a result, you can enjoy virtually limitless hot water while reducing your energy costs.

Because they are so compact, tankless water heaters can be installed right on the wall, freeing up valuable floor space.



Purchase a propane tankless water heater by June 30 and save up to \$600!

We can help you take advantage of rebates and tax credits that can save you as much as \$600 — when you make your purchase before June 30, 2016.

Call or email us for more details today, or visit EnergyUnited.com/propane to read about tankless water heaters.

7951-14285



WIN a video tablet!

Enter to win the new 10-inch **Lenovo Yoga Tab 3 Pro** — the ultimate tablet with built-in video projector! The revolutionary

integrated projector transforms any room into a personal movie theater. It's a whole new way to enjoy videos and movies!

Read this newsletter and answer the questions at EnergyUnited.com/propane/contest. All entries received by 6/15/16 with the correct answers will be entered into a drawing.*

Three winners will be selected!

Value: \$499

The Yoga Tab 3 Pro's QHD display is perfect for immersive gaming and rich, detailed video.

Propane does it all for you!

Propane enhances your comfort in ways that other fuels cannot!
This American-made fuel is clean burning, safe, economical and highly efficient, whether you use it inside or outside your home. What's not to like?

make the most of the great outdoors

No other fuel can do as much as propane can to make spending time in your backyard a pleasant experience. And thanks to modern advances in flexible piping, you can now extend your use of propane to a wide range of outdoor products, even refrigerators and fireplaces!

Among the most popular trends today are "outdoor rooms," particularly kitchens that feature everything from high-end grills to cooktops, ovens and rotisseries.



Also hot in 2016 are **propane-fueled fire bowls**, which allow you to enjoy a cozy fire year-round. A large one can be used as a centerpiece for your yard, or you can set up a series of small ones around the pool or at the entry of your home to wow your party guests. Many models have ignition systems

that can be turned on and off with a smart-phone or tablet.

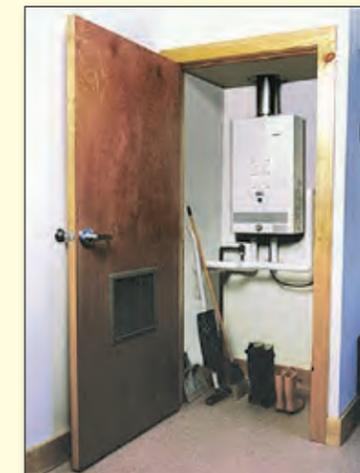
getting the right fit

Talk about comfort! Propane is a quick, efficient and affordable way to heat as much water as you need, whether it's for your shower, dishwasher, washing machine or spa tub. There's nothing like starting your morning with a long, hot shower without ever worrying about running out.

If you're ready to replace your water heater, please talk to us about your options. **One important note:** If you have an old tank water heater tucked inside a closet, alcove or other tight space, you may not be able to replace it with another tank water heater. Today's water heaters have grown at least two inches in both height and width because of new water heating efficiency standards.

You can overcome these space constraints by choosing a **propane tankless water heater**, a compact unit that hangs on a wall.

Since a tankless system can average a **flow rate of hundreds of gallons per hour**, you'll never have to worry about your family running out of hot water!



Tankless water heaters fit in tight spaces!

what is your water heater telling you?

Studies have shown that 7 out of 10 water heater failures are caused by a tank bursting or failing. If you notice a slow leak from your tank, this means you're headed for trouble. In most cases, a slow leak indicates that your tank has become weakened by corrosion.

The average water heater lasts anywhere from 7 to 13 years. A lot depends on the quality of the unit itself, but water quality in your area is important, too. Hard water, which has a high mineral content, can shorten the life of a water heater.



other trouble signs

➤ If it takes longer to heat water than it used to, or the water doesn't get as hot, it's a good sign you are ready for a new unit.

➤ Look for rust on the tank or in your tap water. (A water tank rusts from the inside out.)
There are many different options available today, including propane tankless/on-demand water heaters. Please contact us if you would like to learn which water heating option might be best for you and your family.

The best thing to do if you notice a leak is to turn the tank's water supply valve to the off position and then get it inspected as soon as possible.

summer safety tips

Summertime means backyard barbecues, lounging in your pool and hanging out with friends on your patio or deck. That's the fun part. Summer also means being prepared for violent storms that could knock out your power and damage your property. Here are a few tips to help you cope with extreme weather this summer.

- **Discuss an emergency plan** with your family—including instructions on how to turn off propane systems during a power outage.
- Once the storm passes, **check your appliances for water or other damage.** Never turn on a light switch, use a power source or inspect your appliances while you are standing in water. You run the risk of electrocution.
- **Ask us to inspect your appliances** if you believe they have been damaged.
- **If you have a separate tank** for your propane generator, **check it today** and call us for a fill-up if necessary. You never want a power outage to occur and discover that you don't have enough fuel to run your generator.
- **Don't operate your outdoor appliances and generators in enclosed spaces**—you run the risk of carbon monoxide poisoning.
- **If you smell propane in your home, leave your house immediately and call for help.**

a smart way to take control

Now is the time to sign up for our **Smart Buy** plan. It's a great way to take the worry out of winter heating bills. Rather than paying for your propane in just a few short months, this convenient, plan lets you pay one level amount every month for 11 months—no matter how many deliveries you need. *There is no cost to enroll!*

Get even more control of propane costs when you choose our **Smart Buy with Lock-in** program. This option lets you spread out payments and lock in a fixed rate, protecting you from the price spikes that we sometimes see over the winter.

It's easier to save when you know what your monthly expenses will be, and these two plans are just some of the ways we can help keep your propane costs manageable.

Please call or email us at propaneinquiries@energyunited.com for details or to enroll.



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

Call Us!
855-266-5404

Visit Us!
EnergyUnited.com/propane

new showroom opening soon!



Our Hendersonville office is moving to a new facility! Look for us at 3490 Asheville Highway around June 1 this year.

The new location will feature larger showrooms and bigger displays, with more products! Please keep visiting [Facebook.com/EnergyUnited](https://www.facebook.com/EnergyUnited) if you're interested in future updates about our grand opening.



1900 Odell Owen Road
Lexington, NC 27295

PRESORTED
STANDARD MAIL
US POSTAGE
PAID
DG3

spotlight on our Denver crew

We are Carolina proud to offer neighborhood service to more than 25,000 propane customers in 63 counties throughout North Carolina and 11 counties in South Carolina.

From the second we answer your call until the time we fill your tank, make a repair or install your appliance, we want the process of working with us to be seamless, friendly and professional.

We couldn't do that without our dedicated and knowledgeable team, including the folks at our Denver office. The members of this close-knit group spend many hours in training



so they can deliver 100% customer satisfaction—and 100% safety.

For our customer-service representatives, that means participating in ongoing training sessions so they can answer your questions or address your concerns promptly. And consistent with our company policy of **safety first**, all the service technicians and drivers who work out of Denver regularly take part in safety and technical training.

As a local company, employing local people, we really are your neighbors, and we go the extra mile to ensure that we exceed your expectations every single day.

WIN a video tablet* • go tankless and save up to \$600!

*No purchase necessary. A purchase will not improve chance of winning. For details visit EnergyUnited.com/propane/contest.