

# Reliable Propane Customer-Link Newsletter

*Providing You With a Safe, Warm Home*

*Winter 2009*

## New "Referral Club"

When a company does a great job, it is natural to want to refer them to your friends. And we've made it easier and more fun to refer your friends to us for propane service.

If you refer a friend and they become a home-heating customer, we will install a new, energy saving heat blanket on their water heater for free and you will receive a check for \$50, which is our way of saying, "Thank you" for the referral!

In the past three years, seventy two families have referred their friends to us for propane service. Referrals came from: Alabama, Alden, Alexander, Akron, Basom, Batavia, Bennington, Clarence Center, Corfu, Darien, East Amherst, East Aurora, Elba, Lockport, Lyndonville, Oakfield, Marilla, Newfane, Sanborn and Wilson.

When the person that you refer becomes a home heating customer, you automatically become a member of the **Referral Club** and your name will be placed into a hat. In November, we will randomly select one family from the hat who will win a new flat screen TV compliments of Reliable Propane. It's a win/win for everyone!



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## Grandchildren Update



Our daughter, Ellie, and her husband, David, announced the upcoming arrival of a new brother for Matthew (L) next month. Their family will also be moving back to Buffalo this summer.

Our daughter, Mindy, and her husband, Andy (New Accounts Salesman here at the office) had twins last May (R). Our new E-newsletter coming in April will feature articles from Mindy entitled, "Minute for Mom."



## Ken's Corner



Dear Friend and Customer,

When Donna and I first met, she was working as a beautician. When we were dating, she was easily annoyed by men whose eyebrows looked like unkempt hedges or if they had hair growing out of their nose and ears. It wasn't long before I started to notice the same things and would often be distracted while talking to someone if

they were in need of a trim.

While we were stopped at traffic light one day, I felt Donna staring at me. Without taking her eyes off of me, she reached into her purse and removed a small pair of scissors and comb. Without my permission, she told me to hold still while she trimmed a single hair that was protruding from my eye brow. (And she rarely stops at one.) One day, she started this while we were waiting for a church service to begin and a friend of mine, who noticed what was happening, came over, sat in the pew in front of us, turned around and smiled as I was fighting Donna off. He sympathetically said, "My wife does the same thing." If he meant to comfort me, it didn't work.

At Reliable Propane, we also pay attention to detail. From the very first visit to your home, we inspect your entire propane system to make sure that it is safe and working at peak performance. On several new home installations recently, our service techs have discovered steel gas pipe sealant not approved for propane use. This inferior sealant can break down in a matter of months causing the pipe connections to leak. After the sealant was replaced by the heating contractor, we returned to the job site and re-tested the system to make certain that it was safe to use. (Not a hair out of place.)

Nowadays, before latching my seatbelt, I adjust my rearview mirror to make sure that my eyebrows are securely fastened.

We really do enjoy what we do!

Sincerely,

Ken Albrecht

President, *Reliable Propane*

# Reliable Propane

10140 County Road  
Clarence Center, NY 14032

## This Issue Contains:

- New Referral Club (pg 1)
- Home Safety Tips (pg 2)
- Exceptional Service (pg 2)

## Providing You With a Safe, Warm Home

### From the e-mail bag!

After John relocated a gas line in Gail Niezgod's daughter's home in Lockport, Gail presented him with a freshly baked apple pie. She later wrote, "John is always courteous and does great work. I knew that I would be the one to be there... so as per your newsletter, I baked a pie... we do read the newsletter and enjoy it too... hope he shares."

John brought it back without a single piece missing and we all had a generous portion. It was a real treat!



*Thanks, Gail!*

### Tip of the Month

When ordering packages, request that they be sent to your attention at your office address. This way, packages won't be visible from the road to catch the eye of would-be burglars while you are away. In the same vain, if you use a GPS in your vehicle, and list "home" as a destination (as we all do) use the address of a commercial building near your home. If your vehicle is stolen, criminals can't obtain your home address and use the keys in the car to gain access to the house. Be safe!

### Appliance Safety—Clothes Dryers



**John Ganschow,**  
*Service Manager*

Clothes dryers cause many household fires in the U.S. each year. Lint is very flammable and burns quickly, like human hair; it gathers around the burner area as well as the vent tube, which are areas that are not visible to the homeowner. When we service dryers, we always take the time to clean these areas of lint.

Schedule a service call and I will be glad to come and clean your dryer, pie, and cookie plates!

### Serving our family of customers!

As we gathered around a box of doughnuts recently in a meeting at the office, we were discussing the experiences we have had with exceptional customer service. Wilma mentioned a great experience she had at Kohl's when they surprised her with cash back for a return. Garner mentioned a hardware store in Gasport that sent him a gift certificate as a thank you for his loyal support. But, not all companies offer exceptional customer service.

Occasionally, I pick up parts for our service techs from local distributors. Even though there may be three guys at the counter, no one looks up. I don't know what to do. Are they closed? Should I have called ahead? This is embarrassing!

Everyone enjoys doing business with people they know, like and trust. At Reliable, we enjoy creating great customer experiences that you will enjoy telling others about!

### Wonders of Nature

A feature provided by team member and faithful bird-watcher, Garner Light, who provides some of the latest news on the best sights and sounds of nature right here in WNY.



*Red Fox*

A contrasting flash of red on a winter white field; the Fox stares into the snow, his bushy tail high in the air. He springs from the ground and pounces face first. His superb hearing is rewarded with a vole. He eats insects, worms, moles, voles, rabbits and—much to the dismay of farmers—poultry. A likeable scoundrel, he has a reputation for being sneaky, sly and smart. He will mate in late winter and help raise 4 to 6 kits in spring. His enemies include; coyotes, dogs and man.

With a healthy population in our area, one is likely to catch a glimpse of this beautiful mammal roadside or in open fields. Check out this YouTube video of a fox hunting (Duration: 40 sec.)

<http://www.youtube.com/watch?v=ff2H2i4b6lo>

For information on field trips and other free outdoor family activities at local nature preserves, e-mail me at home: [garnerlight@hotmail.com](mailto:garnerlight@hotmail.com) or call me here at the office.

Garner Light