

# Reliable Propane Customer-Link Newsletter

Providing You With a Warm Home & Plenty of Hot Water

Fall 2008

## 30th Wedding Anniversary

Donna and I will be celebrating our 30th Wedding Anniversary this fall. We have four children, two sons-in-law and our first grandchild is on the way.

Donna has always helped me in the business over the years and is a key factor to our success. It reminds me of the story of a successful business man and his wife who stopped to fill up their car at a gas station. As the husband was filling the tank, he noticed that his wife was talking with the gas station attendant and seemed to know him quite well.

When she came back to the car and they finally drove off, he asked her who the attendant was. She said that it was a guy that she used to date in High School and had almost married. The husband looked back in the rear-view mirror at the small gas station and said, "Aren't you glad that you married me instead of him?" Without hesitating his wife responded, "Honey, if I had married him, you would have been the gas station attendant and he would be the one with the successful business."

Happy Anniversary, Donna... and thanks!



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## Monthly Budget Plan, A Good Idea

Our monthly Budget Plan offers our customers a way to spread out their propane payments throughout the year instead of paying for a few, large deliveries during the winter months. We estimate your budget amount based on your previous year's usage and divide it into monthly payments. You pay one payment per month and leave the rest to us. Not only will you have peace of mind in knowing what to expect each month, but the Budget Plan will put you in control of your propane spending all through the heating season.

## Ken's Corner



Dear Friend and Customer,

When our son, Daniel, was in fifth grade, his class went camping at the end of the school year and I volunteered as a chaperone. The fathers were told that they could choose any cabin for the 2 night stay. I walked into a 20-bed cabin expecting others to follow but no one ever did. At bedtime, it was pitch black and it seemed that anything that ate

meat would choose that time to come out looking. At first, I heard a critter run across the floor. Later, I heard something down the hallway make a scratching noise. I turned my flashlight in that direction but the noise continued. We were warned that raccoons prowl for free food at night. When I lifted my flashlight towards the ceiling, I caught a glimpse of a bat flying 10' over my head. It was all I could do to maintain my composure. I pulled the sleeping bag over my head and decided to quickly sneak out the back door and spend the rest of the miserable night locked in my car. I hid there until morning and managed to walk out of my cabin when the others did, just as though I had slept in there all night.

Sleeping in the car gave me a sense of security. Our price cap program gives you a sense of security also because you know that your price will never exceed the cap but may come down during the heating season. All of our customers are protected by the price cap at no extra charge.

The next morning I discovered that the scratching noise at the end of the hallway was a mouse stuck in the bottom of the trash barrel. Well, it was a BIG mouse and he showed his teeth when I got near him! When the camp asked for a volunteer to take three sick kids home that next day, I offered my services, just so I wouldn't have to spend another night alone in the jungle.

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:

- Station Attendant (pg 1)
- Mail Bag (pg 2)
- Zucchini Your Kids Will Love (pg 2)

## Providing You With a Warm Home & Plenty of Hot Water

### Mail from our Customers!

From Attica, NY: "...as I arrived home from work on a cold, blustery day I found an (invoice) on my door and a pathway shoveled to my deck and the deck shoveled to my back door. Not to mention a small pathway to my bird feeder which I filled immediately. A big thank you to (Garner) for his customer kindness."

"John and Jim did a wonderful job"

From Clarence, NY: "Thanks for being so prompt, courteous and yes, "Reliable!" John is a great asset to your staff."

"Why did we wait so long to switch to Reliable?"

Thanks for letting us know how we are doing!

### (Italian) Zucchini Patties

Grate 1 unpeeled, small zucchini

Grate 1 small sweet onion

Add: 1 egg

1/3 cup of parmesan cheese (grated)

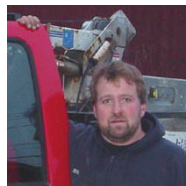
1 1/2 cups of Bisquick

1/4 teaspoon of salt, pepper, and garlic powder

Mix ingredients into a pancake-like batter. Heat a tablespoon of oil in a pan and make silver-dollar sized pancakes and serve piping hot! (Don't tell the kids that they were made from zucchinis.)

Donna makes these while we are waiting for dinner. I like them when they are almost too hot to hold.

### Appliance Safety-Clothes Dryers



John Ganschow,  
Service Manager

A full load of wet clothes could contain as much as 1 1/2 gallons of water. Lint created while drying clothes builds up over time around the burner area, vent tube and vent. Because lint is highly flammable, these areas should be kept clean. Order a service-call and a pizza at the same time and I'll take care of both of them for you!

### Why People Choose Reliable Propane

Donna's grandmother always used to cut the ends of a ham off before putting it in the pan to bake. As a result, the family continued to cook ham the same way without ever knowing why. One day, Donna asked her Aunt Mary why Grandma always cut the ends of the hams off. She replied, "Because the ham was always too big for the pan."

At Reliable Propane, we have good reasons for doing things the way that we do them. For example, our service techs wear shoe covers when we enter your home. Shoe covers are a small way to demonstrate the respect we have for your home and its contents. Our team members have gotten many compliments on their attention to detail, cleanliness and courteous behavior while on the job site. All of our team members are non-smokers, both on and off the job. No buts about it!

### 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.



Black Capped  
Chickadee

The Black Capped Chickadee is probably one of the most common bird feeder visitors. They love to eat thistle seeds, sunflower seeds and suet. They cleverly hide seeds in the bark of trees and remember their hiding places for long periods of time. Using cavities, dead trees, and sometimes nesting boxes, they lay 6-8 eggs in a nest made of moss. Chickadees are known to flock together. Oftentimes, they act as the first warning of predators nearby. They will fearlessly fly close to hawks and owls to loudly express disapproval of the larger birds presence. Cherokee Indians consider Chickadees the bird of truth.

According to myth and legend, if you see a chickadee hanging upside down, which they often do to feed on insects in the tree tops, good news is on the way. (And the good news may be that he is not in the best position to drop anything on your head.)

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