

# Reliable Propane Customer-Link Newsletter

Providing You With a Safe, Warm Home

Spring 2009

## Grandparenting 101

Donna and I recently became grandparents for the first time with three grandsons. Our daughter, Ellie and her husband David, gave birth to a son, Matthew David on March 13, 2009. Even though the hospital was in Rochester, our Italian relatives joined us in filling Ellie's room when we visited. Our son, Daniel, drove home from college mid-week for a few hours to meet his first nephew. Donna (who hasn't slowed down since our own children were infants) and her sister stayed at the new parent's home in Rochester for several days to help everyone get settled.



David and Ellie with Matthew

Our daughter, Mindy and her husband Andy, gave birth to twin boys, Jonathan Andrew and Benjamin David on their second wedding anniversary, May 5, 2009. The boys were born at Millard Suburban so we were able to get there within a half-hour after they were born. Their room was always filled with relatives and friends also for the



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Andy and Mindy  
with Jack (L) and Ben (R)

entire three days they were there. Mindy and Andy are greatly in need of sleep these days, but are doing very well.

All three boys have grown out of that rubber chicken stage and have nice chubby cheeks and are filling out very well. We couldn't be more proud!

## Ken's Corner



Dear Friend and Customer,

I took one of our tank trucks down near New York City for some upgrades recently. My goal was to make it at least to Syracuse before midnight and then find a hotel. At 11:30pm I stopped on the Thruway to refuel. The rest area was packed with tractor trailers all along the entrance and exit ramps as

well as the parking lot. The truckers had pulled in for a night's rest before continuing on in the morning.

Because my fuel tank was on the passenger side, I had to back up and maneuver the truck to get close enough to the pump. I was concerned about the back-up alarm waking the drivers so I moved as quickly as I could. Once I started refueling, I kept glancing at the trucks to see if I had disturbed anyone's sleep. After paying the bill, I got the truck pointed back in the right direction (more back-up alarm) and started to head out. Our trucks have cruise control on the steering wheel right next to the air horn button. When I was about half way through the mass of sleeping drivers, I pushed what I thought was the cruise control and blasted the air horn instead.

In a panic, I floored the accelerator and tried to get out of shotgun range as quickly as possible.

Because I was not completely familiar with the vehicle I was driving that night, I made a rookie mistake and almost got creamed by some angry truckers.

If you need to add, replace, or repair a propane appliance, call one of our experienced service technicians who are trained and familiar with your home and gas system. When it comes to safety, it is important to have someone that you know and trust to make sure that everything is working properly. Don't take a chance with safety!

If I ever need to transport another vehicle in the future, you can be sure that I will cover the air horn button with duct tape!

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:

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## Providing You With a Safe, Warm Home

### Why People Choose Reliable

As one of our customers in Akron was moving into their new home one hot summer day, we were installing the propane system to their furnace and water heater. Our customer was stocking her cooking supplies into the kitchen cupboards. Our service tech noticed how difficult it was for her to work in the oppressive heat so he turned the thermostat fan to the "on" position and began circulating the cool air from the basement onto the first floor. It was a week or so before the air conditioner arrived, but they had discovered a way to be comfortable as they set up their household. Always glad to help!

### Thank you recommending us!

Thank you for telling your friends about Reliable Propane! We put a lot of effort into marketing and advertising, but nothing is as effective as when our loyal customers tell their friends and relatives about their experience with us. Some of our customers have recommended us to three or more of their neighbors and friends for service. Before I make a purchase decision, I usually ask several friends who they would recommend. You wouldn't believe some of the stories I hear. But I always value first-hand experiences from friends.

When we do something that you like, tell your friends. If we have done something that you don't like, tell us.

### Appliance Safety-Gas Lines



John Ganschow,  
Service Manager

When gas appliances are replaced or installed by "a friend," it is always a good idea to call us and schedule a leak test on the system. We have gotten calls from customers who notified us of a propane smell and we discovered open gas lines in the house after an appliance had been moved. "Safety first" and then we can have a piece of pie or two.

### Honor Tanks after hours



If you need propane for your gas grill after hours, we leave several complimentary cylinders outside of our office for your convenience. Simply stop by, pick one up, and return it the next business day. Folks who move to this area from tough neighborhoods are surprised that such a service exists. Each tank is 1/4 full which will give you up to five hours of grilling, if needed. We provide this benefit to our neighbors and friends who run out of propane after hours, weekends and holidays. I ran out recently myself and had to use an Honor Tank. Our family caught me trying to replace the empty... very embarrassing.

### 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.



Male Cardinal

Spring and early summer brings a variety of colorful avian visitors to our area. Here are some tips that will help you enjoy their presence more. You may have noticed Cardinals "attacking" mirrors or windows. You may think the bird has lost its mind, when in fact it is a male defending his territory from his reflected rival. Covering mirrors will help to eliminate this activity.

Offer grape jelly in a shallow dish and oranges cut in half to attract Baltimore Orioles and Rose Breasted Grosbeaks. Feeding Ruby Throated Hummingbirds requires a mixture of 1/4 cup of sugar for each cup of water. Be sure to change it frequently during hot weather.

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