

Reliable Propane Customer-Link Newsletter

Providing You With a Safe, Warm Home

Winter 2011

And the Winner Is...

Brian Maunz of Newfane was this year's winner of the flat screen TV in Reliable Propane's Referral Club drawing!



Andy and Ken present Brian Maunz with his new TV!

The name of each person who refers a neighbor or friend who becomes a Reliable homeheating customer is instantly added to our drawing for a flat screen TV. The

winner will be randomly selected in November 2011. (In plenty of time for next years' Super Bowl.)

Andy Sauer and Ken Albrecht presented the prize to Brian at his place of work, Drake Lawn and Garden in Clarence Center. Congratulations—and thanks, Brian!



Providing You With a Safe, Warm Home

New Referral Club Members

Reliable Customer:

Nancy C. of Youngstown
Ray S. of Corfu
Russell N. of Lockport
Charles K. of Akron
Lisa F. of Corfu
Joseph N. of Sanborn

Referred:

James C. of Ransomville
John W. of Corfu
Joseph N. of Sanborn
Robert D. of Akron
Robert F. of Corfu
Patrick M. of Sanborn

When you refer someone to us for home-heating, we respect their privacy and only respond once they call us. We make it a win-win for both you and our new customer. Thank you for referring us!

Ken's Corner



Dear Friend and Customer:

I served on the board of a large organization for several years. One night during a meeting, we were gathered around a large, square table. I was seated next to a female board member originally from Jamaica, who owned a medical practice in Williamsville with her husband. Because she was "well to do," it took

me by surprise when she leaned towards me with her finger extended and in her eloquent accent whispered, "Pull my finger." I looked at her, "What?" "Pull my finger."

I had a decision to make. The last time I pulled someone's finger, it was my friend, Eddy, in high school and I later regretted having done so. Was this a universal gesture? I considered that if she did what Eddy did to me, only the ones on my side of the table would notice. Finally, I did what she asked and reluctantly pulled the finger that she was extending to me. When I did, she sighed and said, "Cramp." We were both able to relax again.

Effective communication is important, isn't it? At Reliable Propane, we go the extra mile to communicate with our customers in meaningful ways. Besides our regular newsletter, we also communicate monthly through our E-Newsletter, which includes money saving coupons from business's owned by other Reliable Propane customers. Send us your e-mail address if you would like to check it out!

I left the meeting that night knowing that I had, at the very least, relieved someone's pain and made a significant contribution to world peace... at least with Jamaica.

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:

- TV Winner (pg 1)
- Referral Club (pg 1)
- QR Code Image (pg 2)



New QR Codes:

Scan this image (QR Code app) to view our online web site on your smart phone! We will be using this new technology a lot more in the near future. Just because it's cool!

This month's helpful tip:

While hanging up your winter coat in a public place, turn the coat inside-out as you take it off. Stuff your scarf inside one of the sleeves and keep a business card or other type of written record which contains your cell phone number in one of the pockets.

It may not stop a thief, but if someone reaches for it by mistake, it will be obvious that it does not belong to them.

Comfort Plus

Did you know you can lock in your monthly payment amount for twelve months without any price fluctuations? Comfort Plus offers you that peace of mind. Call us today for your monthly payment quote.

Appliance Safety-Vent Openings



John Ganschow,
Service Manager

Many modern furnaces vent out the sides of homes instead of through a standard chimney on the roof. When snow drifts, it can cover the PVC vent openings causing problems with its operation cycle. We check for these situations when we visit

your home, but it is important for you to check them after heavy snow falls. If the area around your outside vent is dark from soot, call right away for a service call to have the problem corrected. And if you happen to need someone to taste test a fresh batch of chocolate chip cookies, I would be happy to help you with that as well!

Providing You With a Safe, Warm Home

Children's Take on Valentine's Day

When someone loves you, the way they say your name is different. You just know that your name is safe in their mouth.

—*Billy, age 4*

Love is when my mommy makes coffee for my daddy and she takes a sip before giving it to him, to make sure the taste is OK.

—*Danny, age 7*

Love is when mommy gives daddy the best piece of chicken.

—*Elaine, age 5*

Love is what's in the room with you at Christmas if you stop opening presents and listen. —*Bobby, age 7*

Love is what makes you smile when you're tired. —*Terri, age 4*

You really shouldn't say "I LOVE YOU" unless you mean it. But if you mean it, you should say it a lot. People forget.

—*Jessica, age 8*

Happy Valentine's Day! —*Ken, age 58*

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.



Here are some inexpensive tips that you can try to help get the most out of your nature enjoyment:

Feed the birds from your hand I recommend sitting in a lawn chair near your bird feeders. Rest your arm on the chair with your hand cupped enough to hold some bird seed. Sit still and wait. Having the first bird

trust you enough to eat out of your hand is the reward.

Crisco/ Peanut Butter Birds love this stuff! You can buy large jars and scoop out enough to fill a crevice in a tree or a log feeder.

Preventing birds from striking your windows Easier said than done, but you can try silhouette decals. For decals to be effective you have to cover most of your window with them. You can also try hanging ribbons outside the window.

Please contact me at garnerlight@hotmail.com with any bird or wildlife related questions. If I don't know the answer, I'll find out for you!

Garner