

# Reliable Propane Customer-Link Newsletter

Providing You With a Safe, Warm Home

Fall 2011

## New Referral Club Members

### Reliable Customer

Leonard C. Akron, NY  
Dennis R. Oakfield, NY  
Shawn R. Akron, NY  
Sean T. Lockport, NY  
John S Lockport, NY  
James R. Medina, NY  
Dennis R. Oakfield, NY  
Otto W. Alden, NY  
Daniel H. East Bethany, NY  
Frank P. Gasport, NY  
Eileen L. Alden, NY  
Mark F. Akron, NY  
Dennis R. Oakfield, NY

### Referred:

Bridget G. Akron, NY  
Town of Alabama, NY  
John K. Akron, NY  
John J. Akron, NY  
Eric G. Akron, NY  
James M. Medina, NY  
Don L. Basom, NY  
Carol W. Alden, NY  
Peter H. E. Bethany, NY  
Tom M. Medina, NY  
Michael C. Corfu, NY  
John P. Lockport, NY  
Mike S. Alexander, NY

We know that a referral from one of our customers is the highest form of trust and be assured that we will treat those that you refer with the utmost respect.

Whenever you refer someone to us for home heating service and they become a Reliable customer, you automatically become a member of our Referral Club, which makes you eligible to win a flat screen TV in our November drawing. Thank you for referring us!



Providing You With a Safe, Warm Home

## Price Cap Program

Each year, we protect the amount our customers pay per gallon with our price cap program. The price cap is provided to all of our customers at no charge and offers protection from unpredictable price spikes in world energy prices during the winter months that we use the most energy. Prices may come down, but they will not exceed the cap no matter how high energy prices go.

Our price cap program gives you the security of stable pricing throughout the year. Price cap protection is just another unique feature we at Reliable provide for your peace of mind.

## Ken's Corner



Dear Friend and Customer:

I am easily annoyed by tailgaters. Sometimes I move to the side of the road (which can be humiliating) and let them pass, only to catch up to them at the next light. If I am able to pull up next to them while they are waiting for the light to change, I have discovered a passive-aggressive way to mess with them a little bit.

Making sure no one is behind me, I put my car in reverse and slowly pull backwards. If I'm lucky, the person slams on their brakes (even though they are standing still) in order to keep their car from rolling into the intersection, which is the illusion created when I back up. Then I can look over very casually as if to say, "Everything OK?"

I'm not able to do it anymore if Donna is with me. She notices what I am doing and watches the other driver which gives the whole thing away. When done right however, the other driver is still a little dazed and remains at the light even after it turns green. It feels good.

Common courtesy (like following cars at a safe distance) is as important on the highway as it is with the people that we do business with. Someone told me the other day when comparing the propane companies in our area, "Reliable is the only company that still has a soul." I like that.

Every one of our team members at Reliable is the type of person who would consider it normal to step off the sidewalk to make room for someone to pass. At traffic lights however, it may be a different story...

Drive safely!

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:

- Tailgaters (pg 1)
- Referral Club (pg 1)
- Mail bag (pg 2)

## Providing You With a Safe, Warm Home

### CO Detectors

When the cold weather arrives and we spend more time indoors, we need to be aware of carbon monoxide (CO) and its effects on family safety. CO is a colorless and odorless gas so having a CO detector in the bedroom areas of your home protects your family even while you sleep. Night-hawk (digital models) provide the best value in our opinion in ensuring your family's safety.

### *This month's helpful tip:*

Did you know that carefully positioned trees can reduce the typical household's energy bill for heating and cooling? Computer models from the Department of Energy project that just three trees, properly placed around the house, can annually save an average family between \$100 and \$250 in heating and cooling energy costs. Trees add value and beauty to your home as well.

### Budget Plan

Enjoy the benefits of even payments, no surprise fuel bills, low, predictable monthly payments, more cash available during the winter months and no enrollment fees. Call Wilma for your monthly budget estimate.

### Gas Line Safety- Pouring Concrete



**John Ganschow,**  
Service Manager

Many of our customers have copper line running from their outside propane tank to the house. If you need to pour concrete in the area of the exposed copper, (for a patio, sidewalk, or driveway) a plastic sleeve or pipe should be placed around the copper to keep it from contact with the concrete. When copper is encased by concrete, the chemical reaction causes the copper to deteriorate which creates leaks.

Give us a call if you plan to make improvements near exposed copper line and we can sleeve it for you. And if you provide the cookies, I'll bring the milk.

### Mail from our customers

"I would like to take a couple minutes to let you know how pleased we are with your company and people. On Tuesday I had one of your propane tanks installed at my home. Why? I have had other propane suppliers in the past. Your price is fair and very competitive. Each customer gets the same service and price which is very fair. From the first person on the phone (Andy) to the gentlemen that did the installation and delivery, it was a pleasure. Your people are very professional and personable at the same time.

The job was done very, very well. Very neat and clean. In this day and age, it is nice to still be able to deal with real people. Thank you very much. We look forward to a great relationship."

Tim Bader

Albion, NY (Used by permission)

Thank you, Tim!

### 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.



*Bald Eagle*

Back in the seventies, there was only one active Bald Eagle nest in NY state. Pesticides like DDT took a disastrous toll on wildlife. Eagles' egg shells were too soft so they could not incubate their eggs. However, with public awareness, DDT and other harmful chemicals were banned.

Fast forward to today where Bald Eagles are experiencing a population explosion! There are now several confirmed nesting sites in Western NY. Still, the odds are stacked against a young eagle from reaching maturity (between 4-5 years of age). You'll recognize this change as both male and females' appearance progresses from a brown streaked pattern to the familiar white head and tail feathers. It is not out of the question to spot a Bald Eagle soaring overhead almost anywhere in WNY. So keep a look out! Please contact me at [garnerlight@hotmail.com](mailto:garnerlight@hotmail.com) with any bird or wildlife related questions. If I don't know the answer, I'll find out for you!

-Garner