

Reliable Propane Customer-Link Newsletter

Providing You With a Safe, Warm Home

Winter 2012

New Referral Club Members

Reliable Customer

Michael A., Sanborn, NY
Kristen L., Sanborn, NY
Eric G., Ransomville, NY
Eric G., Ransomville, NY
Joseph D., S. Wales, NY
Joseph M., Akron, NY
Doug V., Akron, NY
T. Homes, Lockport, NY
Darrell D., Attica, NY
Judy W., Newfane, NY

Referred:

Duane C., Sanborn, NY.
Stephen D., Ransomville, NY
John M., Burt, NY
Clark B., Ransomville, NY
Elmer A., S. Wales, NY
Joseph M. Sr., Darien, NY
Brad L., Akron, NY
Michael G., Lockport, NY
Maureen D., Lockport, NY
Patrick W., Newfane, NY

When you refer us to a friend or neighbor for propane home-heating service and they become a customer, your name is automatically entered to win a flat screen TV in November. We will not pester you or the person that you refer in any way. Once they become a Reliable customer, they too can refer their friends. Andy recently delivered this year's winning TV to Guy LaGamba in Sanborn, NY!



Guy LaGamba (L) and Andy (R)

Ken's Corner



Dear Friend and Customer:

We often have friends over to our house for dinner. They always say "yes" to our invitations because Donna is such a great cook. When our guests arrive, we have an abundant supply of appetizers out on the counter while dinner is being prepared. While grazing on the chips and dip with an older relative over the holidays, I noticed that he bit half of his chip (covering most of the second half with his lips) and then dunked it into the dip a second time. I made a mental note: "No more of that one for me." At dinner, I happened to look over as the same guy used his fork to scoop a large helping of mashed potatoes because someone had forgotten to replace the serving spoon into the dish. It takes a lot for me to stop eating, but that did it! I will occasionally share untouched food from Donna's plate when she offers it if clean utensils are used but as a rule, I am very reluctant to eat after any pet and most of the human beings that I know.



Providing You With a Safe, Warm Home

New Team Members



Marissa and Dan

There are two new faces around the office this year. Our daughter, Marissa, and son, Daniel, joined our team in the fall. Marissa is working to implement new technology and automated payment systems. Daniel delivers propane to our Niagara and Erie County customers while going to grad school at night at UB. (They don't always get along as well as the photo would imply though...)

Not only are good manners appreciated around the dinner table but even more so in our daily business and personal interactions. Good manners involve putting other people's needs before our own. At Reliable Propane, we believe that is the best way to serve our customers; and we hope that it shows!

Now when I ask someone to pass the mashed potatoes and they start to move as though they are about to use their own personal silverware, I firmly, yet politely warn them, "Stop! ...put down the fork and no one will get hurt!"

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:

- Double-dipping (pg 1)
- Referral Club (pg 1)
- Mail bag (pg 2)

Providing You With a Safe, Warm Home

Thank you!!

This year, we had more new customers join the Reliable family than in any year since my father, Sid, started the company in 1945. We extend a warm welcome to all of our new families. We also want to thank all of our loyal customers who have helped us to get to where we are today. We look forward to continuing the privilege of serving you and your family in 2012 and beyond!

Tip of the month

Fill your car's gasoline tank when the level gets to the half-way mark during the cold months of winter. When the tank is low, condensation builds up on the inside of the gas tank which adds moisture to the gas. The water moisture in the gas line can begin to freeze causing your car to sputter or not start at all. Add dry gas when the tank is low to soak up any moisture in the tank.

Credit Card Benefits

Many customers are now using their credit card to pay their monthly budget payments. They enjoy the peace of mind offered by automatic payments while accumulating the rewards offered by most cards.

Carbon Monoxide Safety



John Ganschow,
Service Manager

Use caution when pulling your car in and out of an attached garage. Harmful carbon monoxide fumes build up very quickly from a car engine and seep into your home without any odor. Open the garage door before starting your engine so that if you delay pulling your vehicle out of the garage (as you would if you dropped a tootsie roll between the seats and need time to look for it) you are less likely to build up dangerous fumes in the vehicle and your home. I know, tootsie rolls are worth it, but they're easier to find outside the garage in the light. Bon Appetite.

Mail from our customers

"Thank you so much for the wonderful job your service man (Jim) did installing our propane tank. We were with our old company for 20 years and our tank was hidden behind some white pines. Your service man was amazing removing the old tank and installing the new. How he maneuvered those tanks was amazing. He was kind and considerate. He checked all the lines and went over everything with us. I'm so glad we finally made the call and switched to Reliable. Thanks for a great job."

Gail Hoffman
South Wales, NY

Thank you, Mrs. Hoffman!

We appreciate hearing from our customers. If you would like to communicate with us after hours or from work, log on to our website. You can email your request or comments whenever you need to. It's quick and convenient.

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.



Snowy Owl

Where are all the birds?

That is the question I'm hearing a lot this winter. If you have a bird feeder and have been filling it with fresh seed this winter, you have probably noticed fewer birds dining in your yard. One of the main reasons is the mild weather. The ground has not been covered or frozen, which allows birds to search for natural sources of food under fallen leaves on the ground. They haven't had to rely on our bird feeders, which is a good thing, because seed prices are really high.

Want to see a Snowy Owl?

Reports have come from: Wilson Pier, Wilson NY; Charlotte Pier, Rochester NY; Rich's Marina, Buffalo NY; and Marshall Road in Orleans county. Check them out!

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

-Garner