



Warm thoughts

from THE RURAL GAS COMPANY

fall 2011

PERSONALLY SPEAKING

when you need propane, you need a propane expert

Dear Friends,

More and more people are discovering the benefits of propane, which is why you are starting to see more oil dealers hanging out the “we sell propane” sign.

But who would you rather buy your propane from? A company that has been in the propane business for more than 65 years or some guy who woke up one morning and said, “I think I’ll start to sell propane today.”

Here at Rural Gas, we have been selling propane for as long as people have used it to heat their homes.

We have long-standing relationships with our suppliers, and this ensures that our customers have a steady, reliable supply of fuel. **We are very proud of the fact that not one**

Rural Gas customer has gone without fuel because of a supply challenge.

We also have an excellent safety record. Our technicians and drivers are the most capable best-trained team around. You can count on us for prompt 24/7 emergency service, a wide selection of top-brand equipment, programs to make your fuel costs easier to manage and much more.

We understand that people like to shop around, especially when times are tough. But it’s important to make sure that you are comparing “apples to apples.” When you consider our many years of experience and the level of service that we provide, we think you’ll agree that **no one gives you more value for your money than Rural Gas.**

Warmly,

Rick Rowan

Rick Rowan

spotlight

Fuel driver John Costa began working at Rural Gas in February. When deliveries slowed in the spring, he was promoted to plant manager for the summer.

“I have been driving for a living since I started working and I really enjoy it, but being on-site at Rural has been a nice change of pace,” says John. As plant manager, his responsibilities include helping customers, and checking and prepping tanks for delivery.

John was back in the driver’s seat sooner than expected when Hurricane Irene barreled through our area. He spent several days delivering fuel to customers who were lucky enough to have backup generators. John lives in Stratford with his wife Ruth and their five children, who range in age from 2 to 14.



John Costa
fuel delivery driver

can our driver reach your tank?

Here are some tips to help us deliver your fuel quickly and easily this winter:

- ✓ **If there is snow, make sure there is a path 12 inches wide cleared** for our delivery driver.
- ✓ **If you have an underground tank, please flag it before it snows**, so the driver can locate it quickly when he arrives.
- ✓ **It’s a good idea at all times to keep the path clear** of leaves and other debris that could block or obscure the fill area.

And thanks in advance for your help!



RuralGas.com

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Our mascots



Angie Clark

an HVAC expert switches to propane

John Staber of Oxford was seeking efficiency, so when the time came to replace his oil heating system, he chose an **ultra high-efficiency heat pump with a propane heat backup system**. He also replaced his oil-fired water heater with a tankless propane unit.

“There are real limitations when it comes to oil-fired heat,” says Mr. Staber. “With gas, **you have more control over how hot you can make your furnace** based on outdoor temperatures. And there are more choices in equipment.”

Now, says Mr. Staber, he no longer has to worry about the possibility of an oil leak. He also does not miss the noise of his oil burner and water heater.

As an HVAC industry veteran, Mr. Staber did more homework than the average homeowner. “Based on a heat loss study we did, I actually know what my heating requirements are in Btu’s per square foot.”

Since he only had his system installed in April, it is still too early to tell how much Mr. Staber will save in fuel costs, but **based on his calculations, he is quite optimistic**.



it really does pay to switch!

With federal and state incentives for high-efficiency propane equipment, this is a great time to make the switch from heating oil—and Rural Gas is offering two more great reasons:

- **50 gallons of free propane** (up to \$200 in value)
- **6-month 0% financing** for equipment and installation

To learn more about making the switch, return the enclosed reply card. One of our propane equipment experts will contact you.

ask the expert

Q: *Right now I use oil to heat my home, but I am thinking about switching to propane. What’s involved in making the switch?*

A: You will need a new furnace, fuel tank and service lines, and you will want to have your old system removed. You will also need to have your oil tank removed or closed off in accordance with local regulations. We have a full range of propane equipment and tank options, and we can help you make the switch quickly and easily.

Q: *Why should I switch?*

A: Propane has a lot of advantages. Because it’s a nontoxic gas, there are no fuel spills to worry about. It is also cleaner burning than oil, which makes it better for the environment. Propane is also more efficient than oil; most propane furnaces are equipped with an electronic ignition that activates the burner only when heat is needed.

Q: *Is switching expensive?*

A: There are some generous incentives available right now, including a federal tax credit and a Connecticut state rebate. Rural Gas is offering incentives of its own (see article to the left). Remember also that propane is more efficient than oil; to see how much you might save on your annual heating costs, click on the “no more oil” button on our home page at RuralGas.com.



Mike Rowan Jr.
supervisor and fleet manager