



Energy Matters

from **Allied Propane Service**

PERSONALLY SPEAKING

propane: your feel-good fuel

Dear Friends,

I hope you're feeling good about using propane in your Northern California home. You should because this popular fuel is American-made, versatile, efficient and clean!

About 90% of our propane is produced right here in the U.S. Not only does that make it a reliable fuel choice, but it also helps propane's price remain relatively stable.

Propane is also an amazingly versatile fuel. You can use it to heat your home and water, cook your food and dry your clothes, to name just

some of its potential household uses.

Whatever appliance you choose, you can count on getting a lot of power and heating energy from every gallon of propane you use.

Plus, by choosing propane appliances, you're doing your part to help the environment because propane is a low-emissions fuel.

Finally, since there are strong federal, state and local regulations, as well as extremely high industry standards, propane is an incredibly safe energy source for your home. Rest assured that every Allied Propane employee carefully follows all safety protocols when handling your propane.

Please reach out to us if you want to expand your use of propane this season. We'll be happy to tell you about your options and how you can save money by taking advantage of current savings opportunities for the safe installation of new propane equipment, including federal tax credits.

Warmly,

Dustin Kaiser, Vice President

plenty of supply in store for you

Allied Propane Service does a lot on our end to make sure that we have plenty of fuel for you — at competitive prices. We have an excellent model for forecasting fuel demand, and we've backed that up with supply contracts to ensure that we have access to fuel throughout the year.

We store propane on our property for protection against occasional bottlenecks in the supply chain. We also embrace the latest technology for predicting and determining customer demand, including wireless tank monitors. (See related article on page 4.)

To sum up, our track record for reliable supply and fair prices has always been one of our strongest competitive advantages. Every year, we hear about competitors who haven't secured their fuel properly, but when you're an Allied Propane Service customer, you'll never have to worry about not having enough propane in your tank.

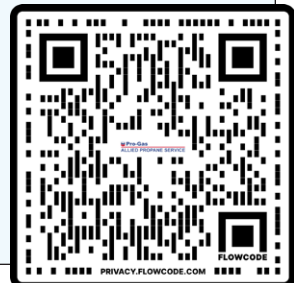


are we taking good care of you?

If you like the service we provide for you, won't you please take a few moments to post a review online, either on Google or our Facebook page? This would mean the world to our hard-working service team!

Thank you for your support and for being our customer. Your comfort and safety motivate all of us to do the best job possible every single day.

To post your review in a matter of minutes, just scan this code with your phone.



What Are Your Senses Telling You?

Propane systems are safe and efficient ways to heat your home and water, but like any other mechanical system in your home, they can experience problems from time to time. You can detect these problems with what you see, hear, smell, feel or touch. Here are the problem signs, as well as possible solutions.

Do You Hear What I Hear?



If all is well, your central heating system and water heater should operate like finely tuned machines with barely a peep. That's why it can be stressful if you start hearing odd noises while your heating equipment is on.

Here are some common sounds and the possible causes. Keep in mind that only a visit from a professional service technician can ensure an accurate diagnosis. If you hear any of these noises, please request service as soon as possible.

› **Abnormal noises from your furnace.** If you hear a squealing sound, the blower motor may need to be lubricated with oil. There may also be a loose belt. If you hear a scraping

sound, the bearings in the motor may be wearing out. If you hear this noise, shut off the system immediately to avoid further damage. Then, call for service. If you hear a vibrating noise, the blower motor or wheel may need to be rebalanced.

› **Rumbling noises from your water heater.** This usually indicates sediment has built up in the bottom of the storage tank. This decreases heating efficiency and could eventually cause your water heater to break down. To prevent problems and save money, schedule maintenance so the sediment can be flushed out.

Seeing Is Believing



If you notice a slow leak from your water heater storage tank or see rust on the outside or in your tap water, this means that your tank has become weakened by corrosion and could fail at any time.

To avoid water damage, turn off the tank's water supply valve and get your water heater inspected as soon as possible.

If you need to replace your old water heater, you should know that propane water heaters cost much less to operate than electric water heaters and provide you with hot water much faster. Propane water heaters also take up less space, have more accurate temperature adjustment and offer more size and installation options. Durable and highly efficient propane tankless water heaters have become a popular option.

What's That Smell?



The most common source of foul odors in a home comes from stagnant water, which turns into mold. To track the source, look for water leaks around your home. Here are other ways that your sense of smell can sniff out trouble:

› **Combustion odors when your heat is on.**

This rarely happens, but if a fireplace or exhaust fan is running at the same time as your furnace, it can produce this type of odor. That's because, instead of combustion gases being expelled from the home, a **backdraft** is pulling combustion gases **into** the home. Another possible cause is an obstructed chimney or vent.

› **A rotten egg odor.**

Methyl mercaptan—a colorless gas with an unpleasant rotten egg smell—is usually added to propane gas so this odor is released whenever there is a gas leak. If you smell rotten eggs, immediately extinguish any smoking materials and all open flames. To avoid creating sparks, do not use lights, appliances or phones. Leave the house, and if it is safe to do so, shut off the main valve on your propane tank by turning it clockwise. When you are a safe distance away, report the situation to your local fire department.

More Than a Feeling

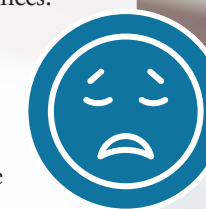
Because carbon monoxide (CO) is an invisible gas that you cannot **see** or **smell**, it's what you **feel** more than anything else that can alert you to a problem.

However, because many CO symptoms mimic the flu—fatigue, dizziness, nausea—most people don't recognize the danger right away.

That's why it's important to have carbon monoxide detectors in your home—especially in your bedrooms. If the detector sounds an alarm, ventilate the home with fresh air right away. If you feel dizzy or drowsy, leave the house immediately.

Identifying carbon monoxide leaks can be difficult sometimes because there are various causes, including a blocked flue or vent, backdrafts, leaving a car running in an attached garage and malfunctioning gas appliances.

All these situations could set off a CO detector, but conditions may change by the time a technician arrives, which can make proper diagnosis difficult. You can help by sharing as much information as possible so the source of the problem can be identified correctly.



Reach Out and Touch

If you have a warm-air furnace, registers are where the heat is released. If your heat is on but one or more of your registers feel cold to the touch, do the following:

Make sure that all the registers are fully open and not blocked with furniture or rugs. If this doesn't solve the problem, you may have a displaced duct.



the easy way to get propane in your tank



Why worry about whether you have enough propane to fuel your home? Our free automatic delivery service ensures you always have the fuel you need. We can let you know when we have scheduled your next delivery, or we can simply show up and fill your tank. Just let us know which method you prefer.

As an automatic delivery customer, you may also qualify for a propane tank monitor, which is available for a nominal annual fee.

The device attaches to your propane storage tank and constantly measures its fuel level. It then sends the readings to our office.

If you also want to monitor your tank, you can download a free smartphone app that instantly shows your propane tank level, the fuel used each day and the next approximate automatic delivery date. You'll also be able to use the app to contact us or visit our website. You can do all this without ever leaving your couch!

 **Pro-Gas**
ALLIED PROPANE SERVICE

 **Allied Clean Fuels Plaza**

Napa: 707-252-5500

221 Devlin Road, Napa, CA 94558

Richmond: 510-237-7077

5000 Seaport Avenue, Richmond, CA 94804

Dixon: 707-678-8500

1700 North 1st Street, Suite B, Dixon, CA 95620

AlliedProGas.com

convenient, easy and paperless!



As the saying goes, if it ain't broke, don't fix it.

Well, that doesn't always hold true. Mailing checks to us still works, but there's an easier way—and it will save you time and money.

With our popular Auto Pay program, your payment can come straight from your bank account. We'll give you a two-cent-per-gallon discount when you make payments this way. If you prefer, you can also ask us to deduct your payments automatically via credit card.

You can also opt to receive statements via email (paperless billing), making organizing your receipts much easier than doing things the old way with printed mail.

With Auto Pay and paperless billing, you'll:

- » enjoy increased convenience.
- » save time.
- » reduce paper clutter.
- » save money on checks and stamps.

Please contact us to learn more and to enroll.

 **Pro-Gas**
ALLIED PROPANE SERVICE

 **Allied Clean Fuels Plaza**



PRESORTED
STANDARD MAIL
US POSTAGE
PAID
DG3

- **Propane** • **Stoves** • **Grills** • **Generators**
- **Water Heaters** • **Irrigation Engines**

propane safety q & a

Q: What should I do if my propane grill catches fire?

A: The first thing to do is to turn the grill off. Remove the food and smother the flames by throwing baking soda or sand on top of the fire. **Never use water** to extinguish a grease fire. Throwing water on the fire can make the fire spread.

Close the lid and any grill vents to further starve the fire of oxygen. If the fire expands out of control, evacuate the area immediately and call the fire department.

To avoid fires in the first place, clean your grill regularly, following instructions from your manufacturer. This will make your food taste better, too!



in this issue: enroll in Auto Pay, get a discount • the easiest way to fill your tank