



Energy Matters

from
Allied Propane Service

PERSONALLY SPEAKING

we give you comfort without worry



Dustin Kaiser

Dear Friends,

Thank you for trusting our team to keep you safe and comfortable during another challenging year. As we move forward in 2025, rest assured that Allied Propane Service remains fully committed to your comfort and safety. No matter what this new year brings, we will always be prepared to help you and your family.

Allied Propane is proud to be a trusted energy provider for residential, commercial, industrial and agricultural customers throughout the Bay Area. Our team members are always professional and courteous. They also receive some of the most extensive safety training in the country!

Our legacy of responsive service influences every decision we make and ensures that you can always feel confident in our abilities whenever you do business with us. Our skilled technicians can handle any propane appliance issue that comes up. What's more, if your propane equipment cannot be repaired, our expert team can help you find a suitable replacement system.

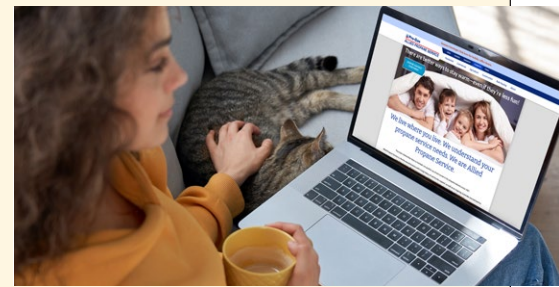
I truly appreciate your loyalty, kind words and confidence in us, whether you've been an Allied Propane Service customer for decades or just recently joined us. From the bottom of my heart, thank you for being a customer!

Warmly,

Dustin Kaiser, Senior Vice President

how we make your life easier

We put technology to work to enhance the responsive service you expect from us. Here are just two examples:



1. By combining automatic delivery with propane tank monitoring, we know exactly how much propane is in your tank. When your propane supply reaches a set level, the monitor sends us a notification, and we make a prompt propane delivery. You can also use the monitor's app to check your propane tank levels at any time of day or night on your smartphone. Isn't that better than going outside to read your tank gauge?

2. We designed our website to provide the responsive service we promise. You can check your statements, pay your bill and request propane deliveries with your online account. You can also use a simple form to contact us with questions about your account or our services. This is more convenient than calling us and waiting on hold when our customer representatives are inundated with calls during bad weather.

Please visit **AlliedPropaneService.com** to see all that we can do to make your life easier.

WIN a \$200 account credit

To show our appreciation for your confidence in us, we've created a new contest this season. Just read this newsletter and answer the questions on the enclosed reply card or at **AlliedPropaneService.com/contest** to enter. All entries received by **3/31/2025** with the correct answers will be entered into a drawing for a **\$200 account credit**. We will select **three winners**, one from each of our branches!

Taxes and fees not included in credit. No purchase necessary. A purchase will not increase chance of winning. See enclosed card or website for details.

PMW25-18394



When the Comforts of Home Get Interrupted



Lights out

Nothing says home comfort interruption like a power outage. There go your lights, heat, television and so many more devices you depend on to bring convenience to your life.

If you have a standby whole-house generator, it may have been a while since you used it. Review the manufacturer's instructions on how to use it safely. And above all, make sure you have enough fuel to keep the generator running throughout the power outage.

After power is restored, follow these tips:

- **Throw away any food that was exposed** to temperatures above 40° for two hours or more. You should also dispose of any food that has an unusual odor, color or texture.
- **If the food in your freezer has stayed colder than 40°** and has ice crystals on it, it's safe to refreeze it.
- **Restock your home emergency supply kit** (new batteries, bottled water, canned food, etc.).
- **If you're concerned that your medications may have spoiled**, ask your doctor or pharmacist for advice.
- **To prevent damage from power surges**, unplug all electrical appliances before resetting your circuit breaker.
- **Make sure there is no standing water in your basement.** If flood water has reached your heating system, get it checked before trying to restart it. Internal valves and controls are vulnerable to water damage and should be inspected.

Source: <https://www.cert-la.com/EmergPrepBooklet.pdf>

What happened to the hot water?



If your old water heater is running out of hot water more frequently, it may have reached the end of its lifespan, which ranges from 7 to 13 years. Other trouble signs include higher water heating costs, leaks, rusty water and unusual noises.

Our water heater experts can help you choose a replacement model that's the right fit for your space, use and budget, then install it quickly and correctly so your comforts of home will always include plenty of hot water.

Propane water heaters can save you a lot of money in operating costs versus less efficient electric units. They provide hot water faster and come in both storage tank and tankless options.

Many people define "ultimate luxury" as simply having the chance to relax and enjoy the comforts of home. But those comforts can be interrupted sometimes. Here are common home comfort problems – and ways to deal with them.

Save time and expense



At some point, you may lose your heat, and it won't be caused by a widespread power outage. To save yourself the time and expense of an emergency service call, here are some things you can do yourself to get your heat back!

- **Check to see** if you have enough propane in your storage tank.
- **Ensure the system's power switches** are in the "on" position.
- **See if a circuit breaker** has been tripped.
- **Make sure your thermostat is set** above room temperature and to "heat." Check the batteries also.
- **If you still can't find the problem**, press your system's reset button once only.

How to reboot your heating system



As you've learned from previous power outages, your heating system will not run without electricity. That's true not only for propane gas systems but also for natural gas, heating oil and, obviously, electric heating systems.

Once your power is back on, remember that your system typically won't start up on its own. It usually needs a little help from you. Look at it as a system "reboot."

To get your heat running again, a modern gas system will have a reset button. Press down on the reset button. Your system should start again. If the button pops up again, don't keep pushing it. This may cause damage to the control panel. If you have an older gas system, check to see if the pilot light has gone out.

Running on empty



It can be a big pain in the neck when you run out of propane, but we know life gets in the way sometimes. It's easy to lose track of things.

Tip

If you already get automatic delivery, don't forget to tell us if something has changed that affects how much propane you use in your home. We'll adjust your delivery schedule accordingly.

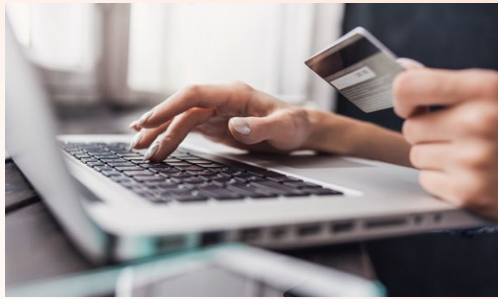
If you want to remove "check the propane tank" from your to-do list this year, switch to our **free automatic delivery service**. The result: minimal chance of a run-out, no more calling for a delivery and no more checking your fuel levels on your own.

Instead, you can trust us to track how much fuel your home uses. When you start getting low, our driver will simply come to your home and fill up your tank based on the schedule we have built for you.



set it and forget it: go paperless

With postage rates **increasing again** — it costs **73 cents** for a first-class stamp now — isn't it time to go paperless when it comes to receiving and paying your bills?



Contact us today to take advantage of **paperless billing** and electronic **AutoPay**. With **AutoPay**, 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 the credit card of your choice. Regardless of the method you choose, you'll avoid spending your hard-earned money on expensive stamps.

Instead of having paper bills cluttering up your desk, you can receive your bill through email. You'll always be able to find it because you can store it electronically.

Please contact us if you would like to switch to AutoPay and paperless billing. There is no convenience fee.

ask the propane safety expert

Q: Can you offer any winter tips for my propane tank?

A: Cold weather causes propane to contract, resulting in a loss of tank pressure. If your tank pressure gets too low, propane may have trouble reaching the burners of your gas appliances.

The most important thing you can do to ensure proper tank pressure is to keep your propane filled to at least 30%. The easiest way to do this is to request our free automatic propane delivery plan. We'll track your fuel usage and deliver propane before your fuel level and tank pressure get too low. As an automatic delivery customer, you may also qualify for a propane tank monitor, which is available for a nominal monthly fee.

Here's another propane tank tip you should follow throughout the year. Always keep at least 10 feet of clear space around your propane tank and gas grill. You want to make sure there is nothing combustible in this space, including leaves, vegetation, trash and oily rags.

If you have any concerns about your tank, please contact us to request a propane safety check.



TERRY KAISER,
DIXON SERVICE MANAGER

Pro-Gas
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AlliedProGas.com

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Propane • Grills • Generators • Water Heaters • Irrigation Engines • Forklift Exchange
• Cylinder Exchange • Transport Deliveries • Outdoor Heating Specialist

help a friend, earn \$25

Tell your neighbors and nearby friends about us!

We'll thank you by giving you a **\$25 account credit** for every person you refer who signs up for automatic propane delivery. Just make sure they give us your name when they sign on as an Allied Propane Service customer so you get credit where credit is due!

To get started referring someone to us, please return the enclosed card or reach out to us through our website.



WIN a \$200 credit on your propane account • propane tank safety tips