



warm thoughts

from PAPCO PROPANE

winter 2010

PERSONALLY SPEAKING

green is not a new concept to us

Dear Friends,

We were “green” long before it became stylish. We know that saving energy has a positive effect on the environment and on our country’s ability to meet current and future energy requirements.

That’s why we believe propane’s environmental and energy self-reliance advantages are so important. Propane is considered a green fuel because of its low carbon content. Using propane instead of electricity can help cut greenhouse gas emissions and improve air quality.

Propane also burns hotter

and more efficiently than many other energy sources. (See page 2 to learn about the efficiency benefits of propane furnaces and water heaters.)

What’s more, about 90% of the propane used in the United States is produced domestically.

The outspoken financier T. Boone Pickens recently highlighted propane’s benefits: “Propane is clean, it’s American-made and it can be put to work right now.”*

Of course, propane is only as good as the company that brings it to you. You need reliable deliveries and a company you can count on—like us.

Please let us know if there’s anything our team of professionals can do for you this season.

Warmly,

John F. Malbon

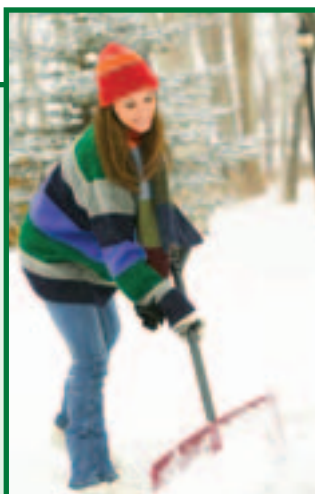
* News release, Propane Education & Research Council



clear a path for fuel

A fuel delivery shouldn’t take more than 10 minutes or so—unless something is blocking access to your tank. Please make sure that branches or debris are not in our driver’s way and please clear a path to your tank when it snows.

Thanks for your help. The easier it is for the driver to get to your tank, the faster you and everyone else will get their fuel.



prevent propane run-outs

Our automatic delivery service is the best way to prevent propane run-outs. We monitor your fuel use and track outdoor temperatures so we can refill your tank before the fuel level gets too low.

We use **degree-days** to measure cold weather. One degree-day is counted for each degree the average daily temperature is below 65°. If the average temperature on a given day is 25°, that’s 40 degree-days. The more degree-days, the colder the weather—and the more fuel our customers need.

We plan our deliveries based on weather forecasts and predictions about supply.

The **K-factor**, which shows how quickly a given customer uses fuel, helps us figure out how many degree-days can elapse between deliveries.

We also **monitor weather and supply forecasts**. For example, if we expect a storm or hear about a fuel shortage in the area, we can get fuel to you in advance. And contrary to what some people may think, automatic delivery is not an opportunity for us to make more money by delivering more fuel than you need. It’s an opportunity to **deliver exactly the amount you need**.

Call us today to sign up for our FREE automatic delivery service.

PW10-11247



Moving Toward a greener footprint

We take pride in offering you propane, a clean, American-made heating fuel that will help our country meet its energy and environmental goals. Here are a few ways you can create a greener footprint by expanding your use of propane.



step up to propane for energy efficiency

Propane makes an important contribution to meeting our nation's big appetite for energy and provides a remarkable array of uses. Using propane can help lower demand for electricity and take some of the strain off America's overtaxed electricity grid.

stay comfortable

Energy Star-qualified propane furnaces are 15% more efficient than standard electric heat pumps, and emit nearly 70% less carbon monoxide. They can also provide more heat, making your home up to 25° warmer than heat pumps can. Plus, a propane furnace lasts 15 to 20 years, which is 5 to 10 years longer than most heat pumps.



help the environment

For every propane tankless water heater that replaces an electric water heater, 35,000 pounds of greenhouse gas emissions are eliminated over a 10-year period. Energy Star estimates that over the lifetime of a tankless water heater, the potential savings can be as high as \$1,800!



save money!

As a result of the American Recovery and Reinvestment Act of 2009 (more commonly known as the stimulus package), homeowners can take advantage of big incentives for the purchase of energy-efficient propane appliances. Federal tax credits are available in 2010 for 30% of the installed cost—up to \$1,500—of qualifying propane systems.

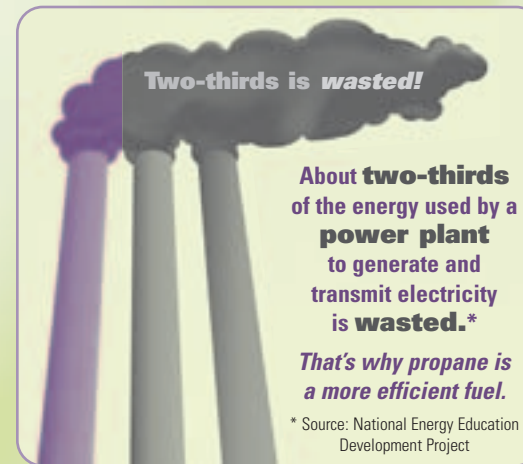


a cleaner, more efficient fuel

People who have converted from electric to propane heat have noticed a big increase in comfort and a big decrease in heating costs.

Many propane furnaces are more than 90% efficient, which means very little fuel is wasted in the combustion process. In comparison, electricity is much less efficient because so much energy is lost in the generation and distribution process.

Plus, on the coldest of nights, propane-heated homes are much warmer than ones that rely on electric heat.



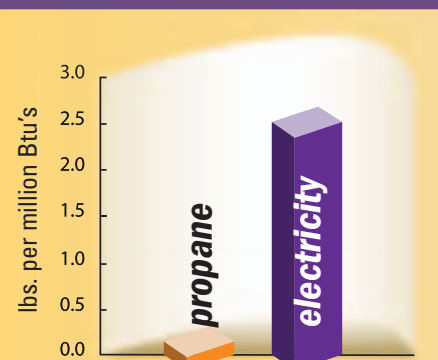
weather winter storms with these safety tips

Thanks in advance for maintaining a clear path to your propane tanks. This helps us deliver your fuel quickly and efficiently. Here are some other tips to keep in mind:

- ✓ After a storm, clear any heavy snow or ice from your propane tank and its components. Use a broom (not a shovel) so you don't cause any damage. You should also clear your roof of any snow and ice that could fall on and damage your tank.
- ✓ Consider installing a propane standby generator to keep your electricity flowing in the event of a power outage.
- ✓ Walk around your home and check exterior air vents regularly. If vents are blocked by snow, ice or debris, use your broom to gently brush it away. An obstructed vent can push carbon monoxide back into your home. It can also cause your heating system to shut down.



particulate emissions: propane vs. electricity



Source: Energy Research Center, Inc.

Electricity is often seen as a clean fuel, but coal and other fossil fuels are burned to create electricity in the first place, releasing greenhouse gases into the atmosphere. The U.S. Environmental Protection Agency estimates average household carbon dioxide emissions from electricity at 16,290 pounds.

symptoms of carbon monoxide poisoning

Most cases of carbon monoxide (CO) poisoning occur during the flu season. And because many CO symptoms mimic the flu—fatigue, dizziness, nausea—most people initially don't recognize the danger of the situation.

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.

a tricky diagnosis

Identifying the source of dangerous levels of carbon monoxide can be complex at times because there can be various causes, such as:

- operating unvented appliances for long periods of time
- a heating system that's out of adjustment or damaged
- back drafts caused by pressure imbalances near the heating appliance
- leaving a vehicle idling in an attached garage
- a blocked flue

All of these situations could set off a CO detector, but by the time a technician arrives, conditions may have changed, making it difficult to make a proper diagnosis. You can help us by sharing as much information as possible so our technician can identify the problem.

how carbon monoxide forms

When combustion is normal, one carbon atom connects with two oxygen atoms to form carbon dioxide (CO₂), a harmless gas. When combustion is incomplete due to a lack of oxygen, however, each carbon atom connects with only one oxygen atom. This forms the potentially toxic gas known as carbon monoxide (CO). High CO levels inhibit the ability of the blood to carry oxygen. Another reason that CO is so dangerous is that it's an invisible threat: you can't see it or smell it.





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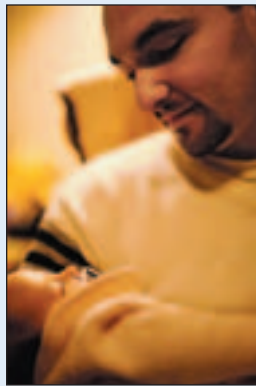
propane: a safe fuel

Although propane is a combustible gas, its distribution and use is so well regulated that it has an excellent safety record.

Propane dealers adhere to codes and standards developed by the National Fire Protection Agency, the world's leading advocate of fire prevention and an authoritative source on public safety.

Did you know these other safety facts?

- ✓ Propane is nontoxic and doesn't contaminate underground water aquifers.
- ✓ Because propane is stored under pressure in a closed container, it cannot be ingested.
- ✓ It is not possible to ignite propane when mixed with air unless the source of ignition reaches at least 940°.



trained for your safety

Safety and training are synonymous to us. We recently launched our FREE Field Diligence Program so our highly trained team can perform safety checks for our residential and commercial propane customers.

We send a qualified service technician to your home or business to perform a **GAS (Gas Appliance System) Check**, a 10-point safety inspection to ensure your propane equipment works properly. We check the tank and the connecting lines, valves and regulators to make sure there are no leaks.



Rigorous training is crucial for keeping abreast of safety requirements. All our delivery and service personnel must be thoroughly familiar with the LP-Gas safety requirements of the National Fire Protection Agency. (See the related article on this page.)

Please call us today at **(800) 842-3835** to schedule your propane system check.

PROPANE talk

Q: *What are the main uses of propane?*

A: Propane is versatile and makes life more convenient and comfortable—inside and outside the house. Millions of people rely on propane for heating their homes, heating their water, cooking their meals, refrigerating their food and drying their clothes.

Most people with gas grills use propane to barbecue, and some turn to propane for heating swimming pools. Propane is also a good power source for outdoor lighting, and for mobile home and RV appliances. Sales of propane fireplaces and propane-powered generators are on the rise too.

Q: *What is involved in a propane installation?*

A: If you are adding propane service for the first time, you will need a propane tank, which will usually be an aboveground tank. An underground tank is an option if you need to have a large amount of propane on hand. You'll also need service lines installed based on the kind and number of propane appliances in your home. For most appliances, the hookup to the service lines is a simple procedure. Papco Propane has installed propane service for many customers, and we can do the same for you with only minimal disruption to your daily routine.

Call us today to learn more.

