



GAS LINES

www.resslerpropane.com

WINTER 2009

Contractor ID# PA008739

ANNOUNCING...

The NEW and IMPROVED www.resslerpropane.com

[Our Company](#) [Propane Information](#) [New Customers](#) [Current Customers](#) [About Propane](#) [Grill Tanks](#) [HOME | CONTACT](#)

Comfort Specialists Since 1912

*Reliable propane service for
home, farm, and industry*



Many of us rely on our computers to access information, maintain contact with family and friends and pay bills. **Ressler Propane** has made significant improvements to our website, making it easier and more user friendly for existing customers and potential customers to contact **Ressler Propane**, day or night. We are committed to providing exceptional service to our customers and exceeding their expectations.



Whether you want to establish service, review your account or investigate propane and its use, one stop to our website will take care of everything! Our website is not a replacement for customer service, but simply another means to give you exceptional service you deserve. We are still here to discuss your propane needs, in person or by phone for those of you who prefer the one-on-one personal touch. Here is a list of the topics now on our site:



[Our Company](#) – company history, employees, affiliated associations, newsletters, employment opportunities, directions to our office, even get a snapshot of our past starting in 1912, by going to “History” and clicking on the box with the early photo of J. A. Ressler business. Joyce, Katie and Cathy, part of our office staff, did an exceptional pictorial history of **Ressler’s** with some candid commentary.



[Current Customers](#) – determine gas level in tanks, schedule a delivery, receive invoices via email, request budget information, make payments online, view your Ressler account, automatic payment sign-up, request a service call, update your account, our credit policy, contact **Ressler Propane**, visit our showroom



[About Propane](#) – why use propane, frequently asked questions

[Grill Tanks](#) – tank fill, locations, how to tell if tank is empty, facts about grill tanks, tips, grill safety

We want our website to be a tool in giving that exceptional service, not a replacement for the personal touch that we have always provided. Please feel free to contact us by email, phone, or better yet, stop by our office in Mountville to discuss any of your propane or comfort needs.

We hope you are as excited about the changes to the website as we are. Stop by for a visit...www.resslerpropane.com

JIM'S REFLECTIONS

Coming to the end of 2009 and looking forward to Thanksgiving, Christmas and New Year, I again think of how thankful I am for all the fine **RESSLER PROANE** customers that we have. I am also reminded of the great staff that we have here at **Ressler's**. The best in the office, service and installation, and delivery-doing what pleases our customers. Pleasing and satisfying our customers is a great joy to all of us here at **Ressler's**.

As our country is facing higher unemployment and financial uncertainties may I assure you of **Ressler Propane's** commitment to exceptional products and customer service. We offer a full line of efficient clean-burning propane appliances, including water heaters, generators, boilers, furnaces, space heaters, fireplace logs, gas inserts, and gas heating stoves. We also do complete service on what we sell and service most propane gas burning appliances. May we also remind you that propane is a very clean environmentally friendly fuel that can help you keep your comfort costs as low as possible.

We are very proud of our new website, and trust that you will take advantage of all the information and ser-

vices that are offered. (See Article on front page) Again the website is there to accommodate those that like to use a computer. The website is by no way a substitution for the fine customer service that you are used to receiving from **RESSLER PROANE**. We always welcome your calls, where you will be greeted by a friendly customer service person not an automated attendant with more options than you can remember.

We are enclosing a beautiful and useful 2010 inspirational appointment calendar, as a small token of our appreciation for your business and loyalty to **Ressler's**.

If there is any way that we can improve our services to you or make propane a more significant part of your daily comfort, please let us know and we will do our best to meet your needs and desires.

Best Wishes to you for a Very Blessed Thanksgiving, Merry Christmas and a Happy New Year from all of us at **RESSLER PROANE**.

With Warm Regards To All

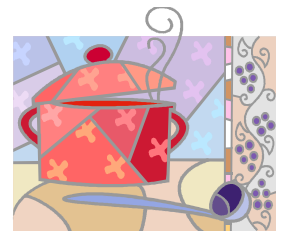


Jim Ressler

BARB RESSLER'S FAVORITE RECIPE CORNER

CHEESY HAM CHOWDER

- | | |
|------------------------|--|
| 8 bacon strips, diced | 1 can (15.25 oz) whole kernel corn
drained or use frozen corn |
| 1 small onion, chopped | 2 Tbsp chicken bouillon granules |
| 1 c. diced carrots | Pepper to taste |
| 3 Tbsp flour | 3 c. (12 oz) shredded cheddar cheese |
| 3 c. milk | 2 c. cubed, fully cooked ham |
| 1 ½ c. water | |
| 2 ½ c. cubed potatoes | |



In a large soup kettle, cook bacon over medium heat until crisp. Remove to paper towel to drain. In the drippings, sauté onion and carrots until tender. Stir in flour until blended. Gradually add milk and water. Bring to a boil; cook and stir for 2 minutes or until thickened. Add potatoes, corn, bouillon and pepper. Reduce heat; simmer uncovered for 20 minutes or until potatoes are tender. Add cheese and ham; heat until cheese is melted. Stir in bacon.

Yield: 8-10 servings

BEHIND THE SCENE...MEET RIC KUHNS

When it comes to planning delivery routes and scheduling deliveries for our valued customers, Ric Kuhns is trusted with this most important task. Ric has been with **Ressler Propane** since 1990, and as lead driver, knows just about every road in our six county service area. When he is not planning the weekly schedules, he's out delivering propane, setting tanks or helping where ever he can. Ric is a very big part of the reason that **Ressler Propane** is considered the best in propane service in our service area.



within his Flotilla and Division 14, 5th Northern Region. He also teaches boating safety and can often be spotted conducting safety patrols on the Susquehanna River.

A native to Lancaster County, Ric has always been active within the community. He has held various positions with the Mountville Fire Company, and was also a first responder with the Hempfield Ambulance Association. Ric and his wife Lisa currently share their home with their pets. When he's not working on projects around the house, Ric enjoys riding his motorcycle around within the state, Maryland and Delaware.



Ric is a 1978 graduate of Hempfield High School and enlisted in the Navy shortly after graduation. He was a sonar technician and also was an instructor for computer-based sonar systems. While in the Navy, Ric was stationed in Norfolk Virginia and San Diego California. While stationed on board the USS Donald B. Beary FF-1085 in Norfolk Virginia, he visited many ports in the Mediterranean, North Atlantic and Caribbean. The fascination with water continues, as Ric is now involved with the United States Coast Guard Auxiliary, serving in many positions



LEGISLATIVE ACTION

Many of us, I am sure, are concerned about what is going on in Washington. It seems that there is no limit to the spending or the passing of far reaching bills that have not been read nor understood by our legislators. All of us, including the folks at **Ressler Propane**, want to protect our environment and preserve our precious natural resources. Both the U.S. House of Representatives and Senate have introduced and are considering legislation that is known as "Cap and Trade", "Energy Tax" or the "Energy Tax

Bill". One example is the Senate "Kerry – Boxer" bill which will do little to help the environment, but will greatly increase the cost of all energy including electricity, gasoline, all fuel, and the cost of all goods manufactured or assembled in the United States. To learn more about this pending legislation we would suggest that you visit the explanatory website: <http://energycitizens.org> I am sure that your government representatives would be glad to hear your comments.



BE SAFE...NOT SORRY

Propane is a very safe fuel. But as with any energy source, there are steps you should take to further ensure your safety:

- If you detect a gas leak, immediately evacuate everyone from the house and call your local propane provider or the fire department from a neighbor's telephone.
- Learn what propane smells like. Propane retailers have scratch-and-sniff pamphlets to help your family recognize its distinctive odor.

- Know where gas lines are located, so you won't damage them when digging or working in the yard.
- Change or clean furnace filters regularly as recommended by the manufacturer.
- Don't store cleaning fluids, oil soaked rags, gasoline, or other flammable liquids near a gas burning appliance where vapors could be ignited by the pilot light.

Copyright 2009 by the Propane Education & Research Council



RESSLER PROPANE CREDIT POLICY

Ressler Propane's terms allow 15 days for payments to be made on an account in order to receive the stated discount. Payments are accepted with no additional charges for up to 30 days. Once the 30 day period has expired, a 1.5% per month interest will be assessed on the account balance until the balance is paid.

Accounts with balances over 30 days are mailed a reminder notice. Accounts with balances over 60 days are sent a final notice and/or notice of discontinuation of service. After 90 days of non-payment, an account may be terminated or sent to an outside agency for collection.

We understand that errors happen, sometimes in mail service or simply just human error, so we will offer every one of our customers a one-time waiver

of one month's finance charges if the need should ever arise.

Life is often like shoes...one size does not fit all. We understand that financial situations are unique to each customer. We simply ask that you communicate with us if you are experiencing a difficult time before your account becomes critically past due. We will work with you and try to make payment terms that will suit you.

We appreciate all of our customers and their business. Please do not hesitate to contact us with any questions concerning your account or deliveries. We will work with you, no matter how difficult your situation. Please keep the lines of communication open.

Showroom

It's not too early to think about the blows that Old Man Winter may deliver this season. Now is the time to be prepared. Our showroom at 27 West Main Street in Mountville has the latest models of stoves, inserts, gas logs and fireplaces. What better way to envision a new addition to your home than to see a fully operational fireplace! We have thermostatic and remote controlled models, as well as wood mantels and natural material surrounds to compliment your existing décor.

We can also help you choose a propane central heating and water heating system



whether it be a high efficiency boiler or furnace, tank-less or tank type water heater.

Ressler's experienced staff can help you choose what is best for you and your family.



From installing the tank and connecting your new fireplace or log set, to providing service after years of use, our trained staff will be on hand every step of the way.

Stop by to visit Monday through Friday, 7:30am to 5:00pm, and Saturday 8:00am to noon.