

## THANK YOU - GENE AND JOYCE

Gene Kreiser, Sales Manager, retired in March after 18+ years of service with **Ressler Propane**. Gene was a valued resource because of his extensive knowledge of the propane market and industry regulations. Gene had a personal interest in all of his customers and had a way of making customers feel special. His honest approach and positive attitude resulted in many loyal customers.

Now that Gene is retired, he will have more time to add to his John Deere collection and travel with wife Joanne. No doubt, family and friends will keep Gene busy with "special projects".

**Lenny Heisey** and **Bryce Ressler** are sharing the sales and customer service responsibilities formerly held by Gene and will continue to provide the same customer care for which Gene was so well-known.

Joyce Rothermel, receptionist, retired in April with

13+ years of service. Always cheerful and ready to help, Joyce was the first contact for many **Ressler Propane** customers, on the phone and in the office. Her sense of humor was infectious and customers were often ready to share personal stories with Joyce.



We wish Gene & Joyce the best of health and happiness in their retirement for many years. On behalf of **Ressler Propane** and our customers, **THANK YOU** for your service and your friendship.

Working on scrapbooks and spending time with family, especially her three grandchildren, are on the list of things to do. She may even get to sleep in a day or two!

Tracey Esbenshade, administrative assistant, and most recent member to be added to the **Ressler** team, is handling the front line responsibility of phone calls and administrative tasks once done by

Joyce. Tracey, a Hempfield graduate and Lancaster County native, quickly jumped in to her new role and will no doubt be a favorite contact for our customers.

We celebrated the many years of service given by Gene and Joyce on April 5, 2010 and presented them with wooden handcrafted bobtails.

## EMPIRE HEARTH PRODUCTS SALES EVENT

FRIDAY, SEPT 24<sup>TH</sup> 8 AM-7PM & SATURDAY, SEPT 25<sup>TH</sup> 8AM-2PM

**Ressler Propane** will be holding a special sales event on all Empire White Mountain Hearth products the weekend of **September 24 and 25, 2010**.



Empire has a wide line of fireplaces from traditional to contemporary, and vented to vent free. Many new items from the Empire product line will be on display, and all Empire products will be specially priced this weekend.

If you have been waiting for the right time to buy that gas fireplace, log, or stove—this is it!



Hope to see you then!

## MOVING?

Although the real estate market is still in a slow period, people continue to move and sell property. We often receive calls from customers who are unsure about how to handle their propane service.

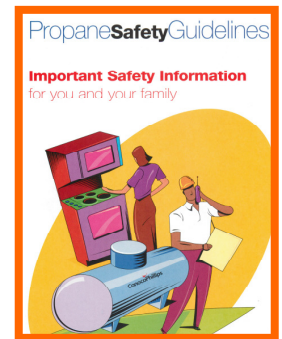
If you own your tank and have scheduled deliveries, please contact our office as soon as the property is listed so that we can avoid unwanted deliveries.

If **Ressler Propane** owns the tank on your property, please contact our office when the property is listed.

We can discuss your propane needs to determine if any additional deliveries are necessary or deliveries should be cancelled. You will need to notify the buyer and have them contact our office to establish an account so that deliveries can continue once the property changes ownership.

**Ressler Propane** wants to help make your property transition as smooth as possible. Please contact our office if you have any questions.

**WATCH** for the November mailing of our next issue of Gas Lines and the 2011 calendars. As well, a complete booklet on Propane Safety Guidelines will be included.



## WHY USE PROPANE?

**Environmentally Friendly** – Propane is insoluble in water, therefore it has a minimal risk to soil or ground water supply. Propane also creates less pollution than power plants providing electricity.

**Good Investment** – Propane gas furnaces last on the average 20 years, whereas electric heat pumps last on the average 14 years.

**Affordable** – On average, propane costs about half

as much per BTU as electricity.

**Less Expensive than Wood** – Propane gas fireplaces cost 30% to 60% less per hour of operation.

**Efficient** – Propane water heaters recover 2 ½ times as fast as electric water heaters and cost about 30% less to operate.

## EXTRAORDINARY SERVICE

Remember those heavy snow storms this winter when everyone was snowed in for a day or two? What would you do if your heat suddenly stopped working? Ella Galloway of Elizabethtown decided to call **Ressler Propane**. While talking to a Ressler dispatcher they determined that she had plenty of



propane and her vents were not blocked (a common problem during heavy snow-

fall). Although local roads were mostly impassable, our dispatcher called one of our service techs, Roger Greenawalt (featured in Gas Lines Summer 2009), who also lives in Elizabethtown to see if there was any chance he could get to Ella's home. Roger made it across town to within a ½ mile of Ella's house where he determined he could not safely drive any further. He parked his truck and then he and his two sons proceeded the final ½ mile on foot, carrying his tools through the snow and up the hill to Ella's home. Roger was able to diagnose the problem and made arrangements to have the required parts ordered and installed the next day. Ella said, "What they did was well above and beyond what you would expect". Thanks, Roger, for going the extra mile or at least ½ mile in the snow.



## BEHIND THE SCENE...MEET SCOTT HEISEY

**Ressler Propane** is always searching for ways to improve service and we welcome suggestions and comments from customers. It is especially rewarding to get compliments directed toward our employees. Scott Heisey, service technician, specializing in tank installation, is no stranger to glowing comments from customers. Extremely helpful, very knowledgeable, thorough and nice guy are comments often heard from new and existing customers.



ing with customers and promoting the many qualities of propane and the services of **Ressler Propane**.

During his free time, Scott enjoys spending time with family and friends. His hobbies are working out, hunting, and playing an occasional round of golf when he's not working in the yard. This season, he served as an assistant coach for son Spencer's lacrosse team. He and wife Christy love to travel, recently enjoying a trip to Hawaii.

Scott is a 1984 graduate of Warwick High School and a life-long Lancaster County resident. He joined **Ressler Propane** in 1996 after spending a number of years with other providers in the fuel industry. For Scott, the best aspect of his job is work-

The family attends Hempfield United Methodist Church.

Thanks, Scott, for being a great ambassador for **Ressler Propane**!

## SAFETY TIP:



**Properly transport & store gas cylinders. When transporting a propane cylinder, secure it in your vehicle in an upright (vertical) position in a well-ventilated area of your vehicle, and take it home immediately. Always use and store cylinders in a secure and upright position outdoors (not in a garage or shed).**



## BARB RESSLER'S FAVORITE RECIPE CORNER

### SIX WEEK RAISIN BRAN MUFFINS

1 - 15 oz box Rasin Bran (8 c)  
3 c sugar  
4 beaten eggs  
1 c Canola or Wesson Oil

1 qt buttermilk  
5 c flour  
5 tsp baking soda  
2 tsp salt



Mix together Raisin Bran and sugar. Add beaten eggs, oil and buttermilk. Add remaining ingredients. Put baking cupcake liners in muffin tins and fill  $\frac{3}{4}$  full. Bake at 400 degrees for 15-20 minutes. Batter can be stored in covered container in the refrigerator for up to 6 weeks.

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## EMPIRE HEARTH PRODUCTS SALES EVENT

Contractor ID# PA008739

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### PREVENTIVE MAINTENANCE

Even though it is warm outside, it is not too soon to begin planning for the upcoming heating season. Most manufacturers of gas furnaces and fireplaces recommend having an annual service call done to perform preventive maintenance. Keeping up with maintenance increases reliability and helps your heating dollars go farther. **Ressler Propane** is offering a \$20 discount when you schedule your furnace or fireplace service during the months of July or August. We will clean your equipment, recommend any

necessary repairs, and get your system started for the upcoming season. Clip the attached coupon and call our office to take advantage of this special offer.



**Beat the Rush Coupon**

Call to have your fireplace or heating system scheduled to be serviced by August 31, 2010\*\* and

\*\*Applies to service calls placed by August 31st.