

SAVE ENERGY & MONEY

With cold weather quickly approaching, here are a few tips to help you save money and keep your home warm during the winter months.

- Seal doors & windows with caulking and weather stripping. Use spray foam or caulk to seal areas where pipes, ductwork or wiring penetrate your home. Insulate electrical outlets with outlet gaskets and insulating plugs in unused outlets.
- Have **Ressler Propane** install a programmable thermostat. Reduce the temperature at night or while at work.
- Use a ceiling fan to move heat from the ceiling area down to the living area. This is especially helpful in rooms with vaulted or high

ceilings. Run the ceiling fan clockwise in the winter and counter-clockwise in the summer.

- Schedule preventative maintenance for your heating equipment. This helps to reduce operating problems and keeps your equipment at peak performance, saving money and energy.
- Make sure your attic is properly insulated. Insulation should be level or just below floor joists. Seal exposed ducts with duct sealant or metal tape.
- **Ressler Propane** offers a complete line of energy efficient furnaces and boilers, as well as attractive and warm gas stoves, fireplaces, and spot heating appliances.

LOFT SERIES FIREPLACE www.resslerpropane.com

Stop by and see our Empire Loft Series display or learn more on our website.



LIHEAP ASSISTANCE

Ressler Propane will be a participating vendor with the Low-Income Home Energy Assistance Program (LIHEAP) for the 2010-2011 heating season. This program helps many families stay warm by providing cash grants and crisis grants that do not need to be repaid. Overdue heating bills are not a requirement; however, you must meet LIHEAP's income guidelines.

If you would like more information on this program, please visit www.compass.state.pa.us or call the LIHEAP Hotline at 1-866-857-7095. Applications are also available at your county assistance office.

Below are the phone numbers for the local Community Action Program (CAP) offices.

Lancaster County CAP Offices

Lancaster	717-299-7301
Columbia Area	717-684-8047
Elizabethtown Area	717-367-5829
New Holland Area	717-354-8692
Quarryville Area	717-786-4468
Manheim Area	717-665-2102
Ephrata Area	717-733-6562 or 717-626-4154

York County Community Progress Council 717-846-4600

Lebanon County Assistance 717-270-3609

JIM'S REFLECTIONS

Merry Christmas

Now that I am finally getting used to writing 2010, the year is coming to an end soon, with less than two more months remaining and the beginning of the winter season. I want to take this opportunity to express to each one of you my heartfelt appreciation for being **RESSLER** customer. Please accept as a token of our appreciation, the enclosed 2011 calendar and the Propane Safety Guidelines Booklet. We trust that you will find the calendar useful and that you will take the time to review the safety guidelines. These guidelines will possibly give you some new information about Propane as well as safety tips for you and your family.

Our goal at **RESSLER** is to provide our customers with exceptional service in both the supply of propane, as well as maintaining your propane using equipment in top working order.

We at **RESSLER** would like to help you use propane in the most efficient practical way possible whether it be for cooking, drying clothes, heating, space heating, water heating or a generator for emergency electrical power. Please do not hesitate to contact **RESSLER** for any of your propane or comfort needs. We have been in the comfort business since 1912 and are prepared to be a leader and provider of comfort long into the future.

We have made some significant changes in implementing our even payment plans, so if you have any interest in making your **RESSLER** payments easier to fit in your budget, please call us. If we don't have a plan that fits your lifestyle, we will do our best to make one that will fit your needs.

Thank you for being part of the **RESSLER** Family. May you and your family have a blessed Christmas with good health and a prosperous and Happy New Year.

With Warm Regards To All
Jim Ressler

BEHIND THE SCENE...MEET KATIE WHALEN

Spreadsheets, databases, operating systems, special programming functions are a foreign language to some people, but for Katie Whalen, bookkeeper at **Ressler Propane**, they are an everyday occurrence.

As our in-house "techie", Katie loves the challenge of developing new reports and computer applications that are vital to our operations.

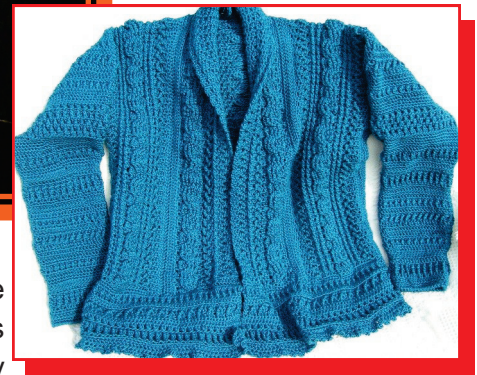
Katie grew up in North Charleroi, Washington County in western PA, and moved to Lancaster County to attend Lancaster Bible College. She majored in the secretarial program and graduated in 1998 with an Associate degree.

Since joining **Ressler Propane** shortly after graduation, Katie has worked within our accounting department. She also works closely with our scheduling department, and assists with advertising and design projects, such as newsletter layout and updates to our website.

Katie and her husband, Dave, have been married eight years and enjoy camping, outdoor activities, and touring aquariums together. You can always find them working with the teens or puppets at their church, Faith Bible Fellowship. Katie started the pup-

pet ministry at Faith about seven years ago and has a team with over 25 teens. The puppet ministry has received many competition awards. Not only do they use the puppets in different areas of the church, but

also they have used puppets to minister on mission trips and have performed in the local community. This past summer, Katie went on a mission trip to Cherokee, NC witnessing to Native Americans. She also plays the flute for church services and sings in the choir.



During her free time, Katie enjoys working on many

kinds of craft projects and reading. She is an avid crochet artist, winning several ribbons at local fairs and farm shows for her blankets and clothing. She loves to bless others with these beautiful creations as gifts. The above sweater is her most recent project for a friend that took 1st at the Manheim Farm Show this year.

BARB RESSLER'S FAVORITE RECIPE CORNER

SWEET POTATO AND APPLE CASSEROLE

6 medium sweet potatoes

1 1/2 c. peeled apple slices

(Golden Delicious or your choice)

1/3 c. brown sugar

1/2 tsp. salt

1/2 tsp. nutmeg

1/4 c. butter



Wash & cook sweet potatoes in boiling water until just tender. Cool, peel, & cut potatoes in crosswise slices 1/4 inch thick. In a buttered 2 quart casserole, arrange 1/2 of the sweet potatoes in bottom, then 1/2 of apple slices. Sprinkle with 1/2 mixture of brown sugar, salt and nutmeg. Dot with butter. Repeat layers. Bake at 350 degrees for about 45-50 minutes. Great tasting and best when baked in a **Ressler Propane** fueled oven.

WINTER RESSLER PROPANE DELIVERIES

It won't be long until we see those first few snow flurries and we at **Ressler Propane** want to be sure that our customers continue to receive deliveries during inclement weather. Please help us to keep your deliveries on schedule.

- Please clear snow and ice from your tank
- Please keep access to tank free of vehicles, snow and ice
- We would appreciate if underground tanks could be located with marker or stake at least 30 inches high

- Please check the supply of propane in your tank(s) by reading the gauges (see gauge illustration). If the needle drops below 25%, please call our office.



During extreme weather, we will again use our automatic call system to notify customers of upcoming deliveries or changes. We hope these messages provide useful information and help our customers

prepare for their propane deliveries.



Merry Christmas
from ALL of US
RESSLER PROPANE



RESSLER PROPANE GIFT CERTIFICATES

Need a gift for that difficult-to-shop-for-person? We have the perfect solution - a gift certificate from **Ressler Propane!** Whether you want to create a gift to purchase a fireplace or gas logs, or help with a payment on an account balance, we can create a gift certificate in any amount. Please contact our office for further details.

Gift Certificate



Comfort Specialist Since 1912
Roy Ressler & Son, Inc.
PO Box 515, 27 West Main Street, Mountville, PA 17554
717-285-5916 • 800-745-8092 • Fax 717-285-2011
Web Site: www.resslerpropane.com



Account Number _____

To: _____

Amount of \$ _____ has been applied to your account.

Happy Holidays From: _____

WISHING YOU A WARM AND BLESSED CHRISTMAS!

* No monetary value

DID YOU KNOW...

Light travels faster than sound. This is why some people appear bright until you hear them speak.

