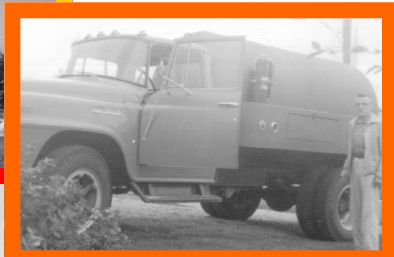


*100 Years of Propane*



As we mentioned in our winter issue of Gas Lines, **Ressler Propane** is celebrating 100 years in business in 2012. During this landmark year, we will be introducing new programs and services to our customers as well as making changes to our internal processes, such as account maintenance & delivery scheduling. We hope you will be as excited about the changes as we are.

Coincidentally, this year also marks the 100<sup>th</sup> year of propane. In 1912, Dr. Walter O. Snelling identified propane in the waste gases of petroleum. He developed the equipment & processes to commercialize the utilization of propane; recovering the waste gases, pressurizing the gases into a liquid, and putting it in small tanks that could be transported to areas not serviced by natural gas. Today, more than 44 million families use propane for furnaces,



water heaters, cooking and outdoor living. The versatility of propane and the need for clean energy will ensure continued growth within residential, commercial and agricultural markets. Now you can benefit from these 100 years of experience with propane.

So as the propane industry grows, **Ressler Propane** will follow – providing superior products and service to our customers.



## BEHIND THE SCENE...CATHY HENSEL

Keeping over 6500 customer accounts current and accurate may seem like a daunting task for one person, especially when you add in Customer Service, Sales, Human Resources and other responsibilities (which include creating the **Ressler Propane** Newsletter). But for Cathy Hensel, Office Manager at **Ressler Propane**, this is just another day at the office.

Cathy was born and raised in Lancaster County and graduated from Hempfield High School. After High

School, she worked full time at Armstrong World Industries while pursuing her Bachelor's Degree in Business from Franklin & Marshall College. Throughout her career, Cathy has worked in various departments, most notably: Sales, Accounting, Administrative Services and Customer Service. Cathy has been at **Ressler Propane** since 2004, and enjoys being

able to problem-solve any issues that arise. Cathy enjoys working with her co-workers at **Ressler Propane**.



In her spare time, Cathy enjoys cooking Italian meals for family and friends. She plans to eventually take a cooking class in Italy (bravo!). In addition, you might find Cathy at the gym, on the links working on her golf game, or relaxing at home with a good mystery novel and Molly, her 8 year-old Golden Retriever.

With such a rich and diverse background, it is easy to see why Cathy is such an indispensable member of the team here at **Ressler Propane**. Whether you're moving, changing your payment methods, or just have a question about your statement, you can rest assured Cathy is up to the task.

## BARB RESSLER'S FAVORITE RECIPE CORNER

### MARINATED PORK MEDALLIONS

- 1/2 c packed brown sugar
- 1/2 c Italian salad dressing
- 1/4 c unsweetened pineapple juice
- 3 Tbsp soy sauce
- 2 pork tenderloins (1 pound each), cut into 3/4 inch slices



In a small bowl, combine the brown sugar, salad dressing, pineapple juice and soy sauce. Pour 1/2 cup marinade into a large re-sealable plastic bag. Add the pork; seal bag and turn to coat. Refrigerate overnight. Cover and refrigerate remaining marinade.

Drain and discard marinade from plastic bag. Using long-handled tongs, dip paper towel in cooking oil and lightly coat the grill rack. Grill pork, covered, over medium heat or broil 4 inches from heat for 5-7 minutes on each side or until a meat thermometer reads 160 degrees, basting occasionally with reserved marinade. Yield: 5 servings

## SERVICE AGREEMENT PLANS

**Ressler Propane** is happy to introduce our Service Agreement Plan. We are offering service agreements for gas furnaces, air conditioners, and gas hearth products. Most equipment manufacturers recommend an annual tune-up and in some cases, warranties are contingent on such service. Our service agreement program incorporates this tune-up as well as other benefits such as substantial discounts on emergency repairs, equipment replacement, and service. In short, it offers peace of mind, confidence that your system is being maintained correctly, and confidence that you have someone to turn to if your system ever fails. To learn more about purchasing a service agreement, you can visit our website, call our of-



office, or speak to one of our service technicians while they are servicing your equipment.

### SERVICE AGREEMENT PRICING:

- **Furnace or Boiler**  
\$144/year or  
\$12/month with your flex-pay plan
- **Air Conditioner**  
\$165/year or  
\$13.75/month with your flex-pay plan
- **Gas Fireplace**  
\$95/year or  
\$7.95/month with your flex-pay plan  
(save 30% when added to a furnace or boiler agreement)

## SERVICE CONTRACT INCENTIVE

**ENROLL TODAY!**

Enroll in one of our new  
SERVICE AGREEMENT PROGRAMS

by September 1, 2012 to receive \$20.00 off your first year contract fee. Don't hesitate, enroll today!

Routine maintenance is important to have your propane equipment operating at peak efficiency. Not only does it save wear and tear on the equipment, but saves you money. By taking advantage of our new service agreements, not only do you get great service at lower rates, but you also **SAVE \$20.00**.

## GRILL CYLINDER LOYALTY PROGRAM

Now that grilling season is in full swing, we're excited to offer a new service at **Ressler Propane** that will solve the problem of empty grill tanks after hours. No more paying a high price to exchange your empty tank for a full tank. You can save up to 50% when you have your tank filled at our Mountville location. Or save even more by signing up for our **Loyalty Program**. When you sign up for our **Loyalty Program**, you get free DOT cylinder inspections and a free tank

lock to drop off cylinders & pick up at your convenience. Pre-pay is also available for additional savings. Call or stop by the office for further details and to sign-up for the **Loyalty Program**.



# Get a Better Deal on Propane



## High Efficiency Propane Systems

- Up to 99% AFUE Ratings
- Heats Evenly
- Quieter
- More Efficient
- Propane is cleaner and costs less than heating oil

*An Excellent Alternative to Oil*

## Gas Furnaces and Boilers

This past winter heating oil prices rose to new highs. One way to cut annual expenses on heating oil is to convert to a high efficiency propane heating system. Because propane is a clean fuel, furnaces and boilers can reach up to 98% AFUE ratings. Not only are the-

## OIL TO GAS - IS IT RIGHT FOR YOU?

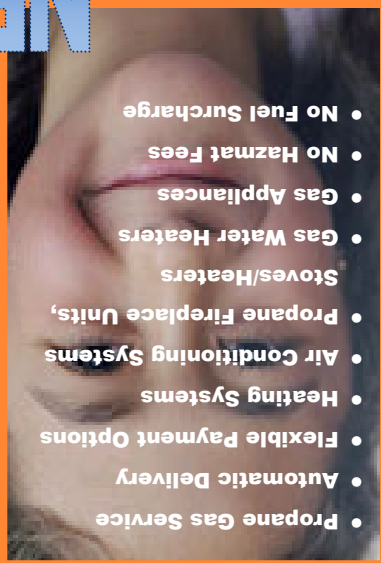
Our Saturday hours have changed – August thru March we are open 8:00am-12:00 noon and April thru July we are open by appointment. Our weekday hours remain the same, 7:30am-5:00pm, Monday thru Friday.



## NEW SATURDAY HOURS

Contractor ID# PA008739

# NEW RESSLER PROGRAMS



- Propane Gas Service
- Automatic Delivery
- Flexible Payment Options
- Heating Systems
- Air Conditioning Systems
- Propane Fireplace Units, Stoves/Heaters
- Gas Water Heaters
- Gas Appliances
- No Hazmat Fees
- No Fuel Surcharge

Warming Homes and Smiles Since 1912  
**RESSLER**  
 PROANE

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