



Ressler's' Employees Celebrating 100 years (See page 2 for more details)



JIM'S REFLECTIONS

Season's Greetings to all of **Ressler Propane's** valued customers and friends. We truly consider it a privilege as well as a responsibility to serve your propane and comfort needs. We trust that few of you had any difficulty or damage with hurricane Sandy. We call to your attention the winter safety tips corner on page 4. There is some helpful information for **Ressler Propane** to serve you better when facing harsh or extreme weather situations.

We would like to take this opportunity to express our deep appreciation for your business, trust, and confidence over the past years. To our long-time customers, we thank you for your loyalty and support. To our new customer family, we express a very warm welcome. If we are pleasing you with our products and services, please let others know.

If not, please contact one of us at **Ressler's** and allow us to resolve any problem or difficulty and add you to the list of satisfied customers. The **Ressler** family has been meeting the comfort needs of our service area for 100 years and we are looking forward to continuing long into the future.



Our goal at **Ressler Propane** is to make you and your home as comfortable as possible at an affordable price. We pride ourselves in the products we sell, the service we provide and the people here that help us accomplish these goals.

We have enclosed a 2013 inspirational wall-appointment calendar which we trust you will find enjoyable as well as useful. We are also enclosing a Propane Safety Guidelines booklet which we encourage you to review. Use the handy emergency reference guide and procedures for handling an unlikely emergency and shutting off your household propane supply. We would also encourage you to have your propane equipment and piping system serviced every few years to make sure that everything is safe and operating efficiently.

Best Wishes to you and your families for a very blessed Thanksgiving, Christmas and a Happy New Year from all of us here at **Ressler Propane**.

With Warm Regards To All

Jim Ressler



MANTIS

Here at **Ressler Propane** we are proud to offer the most efficient fireplace currently on the market. The Mantis Fireplace by Empire Comfort Systems represents a huge step forward in the gas fireplace market. Mantis fireplaces exceed 90% efficiency and because it is vented with 1-1/2" PVC pipe it can be installed in places where most other fireplaces can't be.

The Mantis comes in several versions. It can be installed as a fireplace with a wood mantel, as an insert in an existing wood fireplace, or a stand alone heating stove. Contemporary styles are available with linear burners and glass beads instead of a traditional log set.



RADIANT HEAT

Radiant heating is the effect you feel when heat transfers from a warm surface throughout the room. Hydronic (liquid-based) radiant floor heating is a popular and cost effective technology for cold-weather climates. Floor heating is more effective



than conventional furnaces because heat is not lost through ductwork and drafts are eliminated. The lack of air movement is an added benefit to individuals with sensitive health conditions.

Propane is a great energy source for radiant floor heat, more efficient than electric. The use of a high

–efficiency propane boiler will not only provide safe and reliable in-floor heating, but also provide significant energy savings. The clean energy used to operate a propane boiler reduces greenhouse gas emissions by as much as 60 percent over those generated in producing electricity. That helps to preserve our environment.

If you decide to use radiant heat and propane in your home, consider the following guidelines:

- Have **Ressler Propane** evaluate your heating needs.
- Consider zone monitoring, where each room's temperature can be controlled by regulating the hot water flow to specific areas.
- Hire only a professional installer, such as **Ressler Propane**, to install, service and maintain your heating system.

MYSTERY, MURDER & MAYHEM ON THE SUSQUEHANNA

It was a peaceful autumn evening and a perfect night to solve a murder. All in fun of course! As part of the year long celebration of 100 years of **Ressler Propane**, employees and their spouses spent the evening of September 15, 2012 on the Pride of the Susquehanna. After leaving from City Island on a leisurely cruise along the Harrisburg skyline, everyone enjoyed a fantastic dinner and dessert. A very talented group of professional actors then took the stage to present the Murder Mystery. The comedy was interactive and encouraged audience participation – and much laughter. Jeff Schmitt, a Ressler Installer, won a gift basket for properly identifying the murderer and solving the mystery.



BEHIND THE SCENE...MEET BRYCE RESSLER

Bryce Ressler, the 5th generation at **Ressler Propane** is our winter spotlight employee. As we celebrate reaching 100 years this year, Bryce Ressler, Operations Manager, has been given the responsibility to help guide the company into the next century of success.

Since childhood, Bryce has helped in the business by filling tanks, painting tanks, mowing grass and anything that needed done. After graduating from Bob Jones University in 2006 with an Accounting degree, he worked for Ernst & Young, before officially joining **Ressler** in 2008. Growing up around **Ressler**, Bryce is very familiar with each aspect of the business, so it is not uncommon to see him helping out with things such as deliveries, service calls, truck repairs, and installations as well as increased management responsibilities.



Bryce and his wife Julia have been married for 2 ½ years and are active in their church, Westminster Presbyterian. They are involved in a monthly small group and adult volleyball team. Julia works as a Physical Therapy Assistant and also counsels at the Columbia Pregnancy Center. Bryce and Julia enjoy hiking, getting together with friends, and boating. Bryce is also a competitive Cat 3 bike racer during the summer months.

Ressler was one of the first local companies to distribute propane in our area beginning in the 1940's. Our goal continues to be serving our customers needs first. Moving into the next century, Bryce believes that

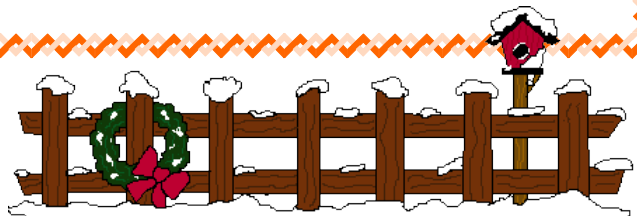
Ressler will be a constant leader in propane service, delivery and innovation. With the help of a great team of employees and staff, **Ressler** is positioned to meet and exceed the expectations of our customers in the years to come.

LIHEAP ENERGY ASSISTANCE

The Low-Income Home Energy Assistance Program (LIHEAP) helps many families pay for their heating bills. **Ressler Propane** will again participate in the program for the 2012-2013 heating season. LIHEAP is a grant and does not have to be repaid. To receive help you do not have to be on public assistance – you do not need to have an unpaid heating bill – you can either rent or own your home. To qualify, you must meet LIHEAP's income guidelines. If you wish to obtain more information or to apply for 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. To apply you will need: the names of people in your household, dates of birth and Social Security Numbers for all household members, proof of income for all household members and a recent heating bill.

County Assistance Office Phone Numbers

Lancaster	717-299-7543	(LIHEAP)
Lebanon	717-273-1641	(LIHEAP)
York	800-991-0929	(LIHEAP)
Dauphin	717-265-8919	(LIHEAP)
Cumberland	800-269-0173	(LIHEAP)



WINTER SAFETY TIPS CORNER

Propane Space Heaters

With the onset of cooler weather, many homeowners rely on space heaters to take "the chill off" or provide extra heat to a specific area of the home. Space heaters can be a great benefit, but can be dangerous, if used improperly. An AGA approved propane space heater is a great, efficient way to heat just part of your home's living area. Some notes for safe usage:

- Always keep objects such as bedding, furniture and drapes at least three feet away from the heater.
- Never use space heaters to dry clothing or shoes.
- Never use or store flammable liquids, such as gasoline around a space heater, even in a garage or shop area of the home.

Propane Generators

Many of our customers have propane-powered auxiliary generators for use during power outages. Generator propane usage is difficult to project and often sporadic. We ask that customers keep in mind the following information when contacting our office to schedule a generator related delivery:

- Please know your tank gauge reading when you contact our office.
- If your tank gauge reading is at 40 or less, a delivery will be made the next time a delivery truck is in the area.
- Contact our office if the generator has been running for 24 hours or more. We will give

priority to those customers who are low and running over 24 hours. This means we will attempt to make the delivery as soon as possible when conditions permit.

- For no worry propane tank monitoring **Ressler Propane** can monitor on a daily basis the level of propane in your tank. Please contact Dan, Lenny or Bryce in our office for additional information.

Winter Propane Deliveries

As the winter months rapidly approach, we ask for your help and cooperation with the following:

- Please check the gauge under the hood on top of your propane tank periodically, especially if your usage is sporadic or heavier than usual.
- If the level of the propane goes below 25, please contact our office. Most of our customers are on automatic delivery and know we will be there soon. However, sometimes usage is higher than we expect and we appreciate the update.
- In the event of a snowstorm, please clear snow and ice away from and off of both above and underground tanks. A small stake or flag next to the underground tank can help our drivers easily and quickly locate your tank when it snows. A path to the tank would be greatly appreciated.
- We look forward to serving you and keeping you warm and comfortable all winter long.

BARB RESSLER'S FAVORITE RECIPE CORNER

MACARONI & CHEESE WITH CAULIFLOWER

- | | |
|--------------------------|---------------------------------------|
| 1 ½ c. elbow macaroni | 1 ½ c. shredded cheddar cheese (8 oz) |
| 1 Tbsp olive oil | 4 oz reduced fat cream cheese |
| 1 Tbsp flour | 1/2 tsp salt |
| 1/2 c. skim milk | 1/8 tsp paprika |
| 1/2 c. cauliflower puree | 1/8 tsp pepper |
- (Cooked, then put in food processor)



Cook macaroni according to package directions. Drain. While macaroni is cooking, coat a large sauce pan with cooking spray. Cooking over medium heat, add oil and flour, stirring constantly until the mixture resembles a thick paste, but has not browned, approximately 1-2 minutes.

Add the milk & cook, stirring often, until the mixture begins to thicken, approximately 3-4 minutes. Add the cauliflower puree, cheddar cheese, cream cheese and seasonings. Stir until the cheese is melted & the sauce is smooth. Stir in the macaroni & serve warm.

Suggestion: Leave a box of store-bought macaroni & cheese on the counter and the kids will naturally assume it came from there!