



HANOVER, INDIANA

**Auxier Gas Service, Inc.**

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Hanover, IN 47243-0215

**812-866-2126 / Toll Free 800-288-7265**

# The Propane Express

SPRING/SUMMER 2018



## Auxier Gas Service has been in the retail propane gas business since 1955.

*We would like to thank our customers for your business and support.*

### Equal monthly payments plus a guaranteed rate

Traditionally, most people pay for their propane as it's delivered. We understand that this can sometimes be a hassle.

It's kind of like getting that bill for six months of car insurance. Have you ever wondered why you couldn't pay that bill monthly? Wouldn't it make planning a little easier?

Our **Guaranteed Budget Payment program** is designed to do just that. Not only do **we estimate your annual use and develop a payment plan** that meets your needs, we **also guarantee your rate**.

Each month, you'll make the same payment with the benefit of free financing for this service when payments are made as scheduled.

The **Guaranteed Budget Payment program guarantees your price** never exceeds a certain level, regardless of what the energy markets do.

**Keep Full delivery service is also included in the Guaranteed Budget Payment program** so you can forget about checking your tank gauge and calling for a delivery.

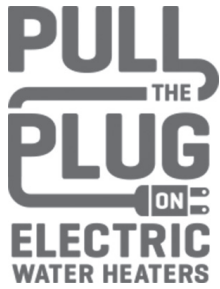
### The Guaranteed Budget Payment Program Begins In May

The capped price will be

**\$1.99** per gallon

(This excludes 100 gallon tanks)





## THE CLOCK IS TICKING FOR YOUR ELECTRIC WATER HEATER

One year for you is like 10 for your water heater. Overtime, the performance of any water heater diminishes, wasting energy and costing you money. Even worse, your old water heater could quit or catastrophically fail, costing you even more for replacement and cleanup. So how old is yours, *really*? Take our short quiz to answer that question, and learn if it's time to replace your water heater at [KnowYourWaterHeater.com](http://KnowYourWaterHeater.com).

## WHICH PROPANE WATER HEATER IS RIGHT FOR YOU?

Both storage tank and tankless propane water heaters provide exceptional benefits. Consider your options for which type is best for your home. Your propane provider is a valuable resource to help you decide.

### STORAGE TANK WATER HEATER

- Compact size frees up more space compared with electric water heaters.
- 40-gallon propane unit delivers the same amount of hot water as a 50-gallon electric unit.
- May qualify for incentives and rebates.
- Energy Star propane units save about 13-16 percent in annual energy costs compared with electric and heating oil units.

### TANKLESS WATER HEATER

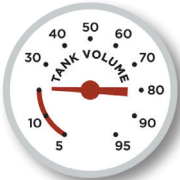
- Delivers endless hot water.
- Heats water only when needed.
- Compact size saves approximately 9-16 square feet of floor space.
- May qualify for incentives and rebates.
- Saves more than \$150/year in energy costs compared with typical electric storage models.

SEE THE NUMBERS FOR YOURSELF. PULL THE PLUG AND WATCH THE SAVINGS PILE UP.

In this example comparison using the Propane Education & Research Council Energy Calculator, the annual energy cost for a propane tankless water heater in a 2,400-square-foot Midwest home was \$355 less than an electric storage tank model. Plus, the propane water heater had approximately 70 percent fewer emissions.

## UPDATED WATER HEATER REGULATIONS WHAT YOU NEED TO KNOW

In 2015, the Department of Energy raised the bar for water heaters; new models are required to meet a higher energy efficiency rating. To learn if it's time to pull the plug on your old water heater, take our quiz at [KnowYourWaterHeater.com](http://KnowYourWaterHeater.com).



Your safety is always our first priority!

IF GAUGE READS	NUMBER OF GALLONS REMAINING				
	124 gal. tank	250 gal. tank	330 gal. tank	500 gal. tank	1000 gal. tank
80%	100	200	264	400	800
70%	87	175	231	350	700
60%	75	150	198	300	600
50%	63	125	165	250	500
40%	50	100	132	200	400
30%	38	75	99	150	300
IF GAUGE READS LESS THAN 20%, ORDER GAS NOW!					
20%	25	50	66	100	200
10%	13	25	33	50	100

## Out-Of-Gas Situation Highly Undesirable

Out-of-gas situations are always undesirable. An out-of-gas situation could result in serious safety hazards, including fire or explosion. If an appliance valve or a gas line is left open, a leak could occur when the system is recharged with propane. Please let us know if an appliance or system change has been made. And, if your propane tank runs out of gas, any pilot lights on your appliances will go out. This can be extremely dangerous.

### A LEAK CHECK IS REQUIRED.

In many states a propane retailer or qualified service technician must perform a leak check of your propane system before turning on the gas.

**Avoid out-of-gas situations by taking advantage of our free, Keep Full delivery service.** Auxier Gas Service will monitor your usage and current weather conditions to ensure you always have propane when you need it.

## How to Read Your Tank Gauge

The propane tank gauge is arguably one of the most important parts of a propane tank, as it lets you know how much propane is currently available in the tank, and helps you calculate how many gallons of propane remain. In order to allow room for gas expansion, propane tanks are considered full between 80-90% depending on the weather.

Weather and lifestyle choices heavily impact propane usage - which we think about when estimating our delivery schedule. And while we do everything we can to make sure you have propane when you need it, it does help to be aware of your propane use as well. Use this table to help estimate how many gallons your tank has available and if you are concerned about your propane level, just give us a call when your gauge is close to 20% so we can make sure to schedule services for you soon.

# Know Propane's Odor

Propane smells like rotten eggs, a skunk's spray, or a dead animal. Some people may have difficulty smelling propane due to their age, a medical condition; or the effects of medication, alcohol, tobacco, or drugs. Consider purchasing a propane gas detector as an additional measure of security.

**ODOR FADE** is an unintended reduction in the concentration of the odor of propane making it more difficult to smell. Although, rare, several situations can cause odor fade:

- The presence of air, water or rust in a propane tank or cylinder
- The passage of leaking propane through the soil

Since there is a possibility of odor fade or problems with your sense of smell, you should respond immediately to even a faint odor of gas.

## Combination Propane & Carbon Monoxide (CO) Detectors Available at Auxier Gas Service.

Auxier Gas provides a combination propane/CO detector for the home for a small fee. This detector provides an additional measure of security in homes with little-used areas or with occupants who have difficulty smelling propane.

*Please note that there are no construction methods or safety measures that can completely protect a structure from a direct lightning strike.*

# If You Smell Gas

- 1. NO FLAMES OR SPARKS!** Immediately put out all smoking materials and other open flames. Don't operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or fire.
- 2. LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area if you suspect gas is leaking.
- 3. SHUT OFF THE GAS.** Turn off the main gas supply valve on your propane tank if it is safe to do so. To close the valve turn it to the right (clockwise).
- 4. REPORT THE LEAK.** From a neighbor's home or other nearby building away from the gas leak, call your propane retailer right away. If you can't reach your propane retailer, call 911 or your local fire department.
- 5. DO NOT RETURN TO THE BUILDING OR AREA** until your propane retailer determines that it is safe to do so.
- 6. GET YOUR SYSTEM CHECKED.** Before you attempt to use any of your propane appliances, your propane retailer or a qualified service technician must check your entire system to ensure that it is leak-free.

## Carbon monoxide AND your safety

### WHAT IS CARBON MONOXIDE (CO)?

You can't taste or smell CO, but it is a very dangerous gas, produced when any fuel burns. High levels of CO can come from appliances that are not operating correctly, or from a venting system or chimney that becomes blocked.

**CO CAN BE DEADLY!** High levels of CO can make you dizzy or sick (see below). In extreme cases, CO can cause brain damage or death.

### Symptoms of CO poisoning include:

- Headache
- Dizziness
- Fatigue
- Shortness of breath
- Nausea

### If you suspect CO is present, act immediately!

1. If you or a family member shows physical symptoms of CO poisoning, get everyone out of the building and call 911 or your local fire department.
2. If it is safe to do so, open windows to allow entry of fresh air, and turn off any appliances you suspect may be releasing CO.
3. If no one has symptoms, but you suspect that CO is present, call your propane retailer or a qualified service technician to check CO levels and your propane equipment.

### TO HELP REDUCE THE RISK OF CO POISONING:

- Have a qualified service technician check your propane appliances and related venting systems annually, preferably before the heating season begins.
- Install UL-listed CO detectors on every level of your home.
- Never use a gas oven or range-top burners to provide space heating.
- Never use portable heaters indoors unless they are designed and approved for indoor use.
- Never use a barbecue grill (propane or charcoal) indoors for cooking or heating.
- Regularly check your appliance exhaust vents for blockage.

### SIGNS OF IMPROPER APPLIANCE OPERATION THAT CAN GENERATE HIGH CO LEVELS:

- Sooting, especially on appliances and vents
- Unfamiliar or burning odor
- Increased moisture inside of windows



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PRSR.T.STD.  
U.S. POSTAGE  
PAID  
Your Propane  
Resources Co.

## CONTACT US:



Call us toll free:  
**1-800-288-7265**

Send an email:  
**auxiergas@aol.com**



Visit us online:  
**auxiergasindiana.com**

Check and Debit/Credit Card Payments  
can be made online at:  
**auxiergasindiana.com**



If you are mailing a  
payment, please send to:  
**Auxier Gas Service**  
**PO Box 215**  
**Hanover, IN. 47243**

**Details about  
Budget Billing  
Enclosed!**

## Why Exchange When YOU CAN REFILL?



**\$2**  
*Save*

(Limit one per customer. Expires Sept. 30, 2018)

## Cylinder Refills - No Waiting!

**Did you know Auxier Gas Service fills 20-pound barbecue grill cylinders for only \$12 including tax!** We also fill 30-, 40- and 50- pound cylinders along with RVs and motor homes.

You can always depend on fast and courteous service with no waiting at Auxier Gas Service! Tell your friends and neighbors! And, as always, feel free to give us a call anytime you have questions.



## Does Your Tank Need A Fresh Coat Of Paint?

With the arrival of warm weather comes the time to do some routine maintenance outside. Please check your tank to make sure there is no debris or clutter around it.

Auxier Gas Service realizes that a propane tank that needs to be painted can detract from your well-kept lawn and landscaping. If your tank needs to be painted, please give us a call and we will add you to our summer maintenance schedule.

## Keep Full Delivery Eliminates Need To Check Tank

You don't want to worry about checking your propane tank and calling for a deliver. And you don't have to - that's our job.

With our free, Keep Full Delivery Service you will receive an additional discount when your invoice is paid within 15 days. Auxier Gas will monitor your use and deliver your propane on a montly basis during the heating season.

Users of our many services, such as Guaranteed Budget Payment, automatically receive Keep Full service.

Call 1-800-288-7265 today for more information about our Keep Full service. A quick call is all it takes to enroll and you can forget about checking the tank guage and scheduling a delivery.