

## Help Make Propane Deliveries Safe

There are many instances where a residential propane delivery is made while the customer is not at home. This is very common and quite often the norm regarding most propane deliveries. There are several things that the propane company needs to know about your property before delivering to your home, especially if it's a new driver or a new propane company servicing your tank. First of all, at Energy Connections we will keep a record of certain instructions you have for them but you may need to meet the driver at your home the first time a delivery is made. Remember that a propane delivery bobtail is a big and heavy truck that doesn't turn on a dime or go under trees and overhangs as easily as the family car can. Several things you definitely need to inform the delivering propane company of include:

- **Septic Tank Location** - A propane truck is heavy enough that thick concrete septic tank covers and lids are easily broken through when run over by a gas delivery truck.
- **Overhead Power Lines** - When a delivery is made at night, which is sometimes the case, the driver may not see low hanging overhead power lines. Also, if power lines are hidden by low hanging trees, the truck tank may hit these causing a power loss.
- **Sprinkler Systems** - Many yards with sprinkler systems can be damaged if a bobtail or service truck runs over any part of the irrigation system.

## Know Your Propane Service

There's a first time for everything and some people buy or rent a home that has a big propane tank in the backyard and they have no idea what to do. In truth, it's almost exactly like natural gas or electric power with one major difference, propane power is delivered to you by a person, in a tank truck. There's no need for concern. In fact, just view it as the gas company representative paying you a visit to check on everything and make sure your energy supply is adequate and your gas system is functioning properly. The first thing you should do is learn a little bit about propane. It's just like electricity or natural gas - it can hurt you if you don't know what you're doing.

### Propane - First Things First

When you venture out to the propane tank, check for a sticker or something that identifies the company servicing the tank. If there are no stickers on the tank, open the dome and see if there is anything identifying a propane gas company such as a tag, sticker or something that gives the name and number of a propane company. This will give an indication of who (or what company) is familiar with your tank and LP Gas system. Most propane companies keep records of tanks that they service by location and by the tank's serial number. Other firsts for new propane users after inspecting the tank and based on individual situations include:

- If you rent the home, contact your landlord for information about the propane company servicing the tank.
- If you bought the home, contact the propane company servicing the tank, provided you have that information.
- If you don't meet either of the above criteria, call Energy Connections for more information.

Knowing what propane smells like will help you know if there is ever a leak in the LP Gas system. Don't be overwhelmed or feel unsafe by seeing a propane tank on your property...there's nothing to be afraid of. Contrary to first time propane user beliefs, propane tanks do not explode. Look around this site to see that propane is safe and reliable when understood and respected, just like electricity or natural gas.

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**Energy Connections**  
A Subsidiary of Eau Claire  
Energy Cooperative

PO Box 368, Fall Creek, WI 54742-0368

ADDRESS SERVICE REQUESTED

## Looking for a new propane provider?

Customer service is a top priority at Energy Connections. As a part of Eau Claire Energy Cooperative for over ten years, we believe quality local service and local ownership is important to us and to our customers.

If you're looking for a new quality propane provider that's locally owned and top quality service for your heating or cooling system, contact Energy Connections today. To switch your propane service to Energy Connections, contact us at 715-832-1603 or toll free 888-832-1604.



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Pre-Buy guarantees pricing

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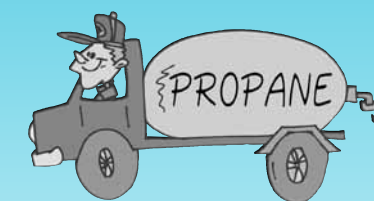
Employees rank high with customers

### PAGE 4

Never too early to fix the furnace

### PAGE 6

Looking for a top quality propane provider?



### PROPANE...

SERVICE AND SUPPORT FROM A LOCAL COMPANY YOU CAN TRUST!

Monday-Friday 7:30 a.m. - 4 p.m.

[www.ecec.com](http://www.ecec.com)

715-832-1603

888-832-1604 toll free

800-927-5090 for emergencies

24 hours/7 days of the week

**Energy Connections**  
A Subsidiary of Eau Claire Energy Cooperative

## Pre-Buy Guarantees Propane Pricing

**September 3, 2010 deadline or when fixed price supply runs out – whichever comes first!**

If you like to plan ahead and fix your propane price this year, try our Pre-Buy guarantee. Customers who own their propane tanks are offered a fixed Pre-buy price of \$1.579 while those customers who lease their tanks from Energy Connections will receive a fixed Pre-buy price of \$1.629 per gallon

Energy Connections will guarantee the pre-purchased gallons at these fixed prices, including the following:

- You choose how many gallons with a minimum purchase of 400 Pre-buy gallons
- We complete the delivery of your Pre-buy gallons to you prior to April 15, 2011
- Pre-buy agreement starts upon payment of complete Pre-buy gallons ordered

For complete details contact us at 715-832-1603 or toll free 888-832-1604.

**Looking for a new quality propane provider?**

**Looking for top quality service for your heating or cooling systems?**

**Contact Energy Connections today for quality local service.**

## Employees rank high with customers.

Customer service is a top priority at Energy Connections and is just one point that separates us from our competition. That's why local service and local ownership is so important - we pay close attention to what our customers need.

Here's what people think about Energy Connections employees and the superb service they provide to our propane and HVAC customers. These quotations are printed word for word from the monthly surveys we mail to customers.

*"They replaced the air conditioner as fast as possible taking my husband's health into consideration. Thank you so much."*

*"Ron did a great job. Thanks."*

*"Ron is a very professional and pleasant person to have as a service technician."*

*"Very satisfied."*

*"Very happy with the service."*

*"Very prompt."*

*"Great service - as usual!!"*

*"Ron and Bryn did a nice job, everything done as we agreed..."*

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8214 Hwy 12 Fall Creek, WI 54742  
715-832-1603 888-832-1604  
www.ecec.com  
Emergency After Hours 800-927-5090

*"The technician was very thorough in addressing the problem."*

*~ Gordon Bischoff, Eau Claire*

We take care of Chippewa Valley homes & businesses with propane and quality heating & cooling service.

## That Sound You Hear Is Money Leaving



UP TO  
**15 SEER**

**Depend  
On Heil.**

If your heating and cooling system is getting old, it may be making a strange noise. It's the sound of dollar bills flying out of your home, never to return. Many homes have an older, less efficient heating and cooling system. That translates to higher energy bills every month.

When you switch to a high-efficiency Heil® heating and cooling system, you can lower your energy bills *and* get greater comfort. Don't let your energy dollars slip away. Get a new money-saving Heil unit today.

**Call your friends at Energy Connections today to learn more!**

**HEIL**  
HEATING & COOLING PRODUCTS  
Heil-HVAC.com

## Heating System Causing Problems?



**Need a tune up on your furnace & heating system?**

**It's never too early to have your current furnace or boiler checked over and serviced for better efficiency!**

**See your friends at Energy Connections for:**

- Quality 24/7 heating and cooling system service
- Free quotes on new high efficient furnaces & boilers.
- Many systems are eligible for rebates and tax credits.
- Free quotes on garage and space heaters.
- Experienced employees

**Plan now to have your air conditioning unit serviced or upgraded this spring!**

Contact Energy Connections today for expert service on your current heating system or the installation of a new system.

Office Hours: Mon-Fri 7:30am - 4:00pm

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