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PO Box 368, Fall Creek, WI 54742-0368

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## Your Hometown Energy Provider

Energy Connections is a local company, working side by side with our friends and neighbors for more than 30 years. Putting our customers first - that's why you'll always see Energy Connections providing solutions for our propane and heating and cooling customers. We proudly offer:

- 24 hour service
- Budget Payment Plan
- Metered Service
- Automatic Delivery
- Online billing
- Online payments
- High efficiency heating and cooling products
- Above ground tanks
- Underground tanks (purchase only)

# PILOT LIGHT NEWS

A publication of Energy Connections, a propane subsidiary of Eau Claire Energy Cooperative.

Fall 2011



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Heating System Causing Problems?

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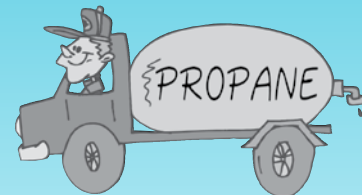
Safety First for Your Family!

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Looking for lower utility bills?



### 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



## Updating Your Heating System?

### *First, ask the right questions:*

1. What type of system do I need for the size of my home?
2. Is the existing duct work adequate?
3. Will the old thermostat work with the new system?
4. FREE Estimates

For answers to these and other questions you may have about installing a new system, or repairing your current one - look to the folks at Energy Connections.

**They have the answers, plus, 24/7 service!**



# Safety First for Your Family



One of the most important reasons you should take measures to have your furnace serviced on a regular basis is for safety reasons. Propane, natural gas and oil heating systems burn fossil fuel, which can produce harmful byproducts if your furnace is not in proper working condition. Have a professional heating service technician perform the annual maintenance on your unit. Without an annual inspection your furnace may have a greater risk of potential problems when you least expect them.

## Detecting propane gas leaks can prevent serious accidents if you smell gas...

1. **NO FLAMES OR SPARKS!** Immediately put out all smoking materials and other open flames. Do NOT operate lights, appliances, telephones or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.
2. **LEAVE THE AREA IMMEDIATELY!** Get everyone out of the building or area where 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.)

## Be Prepared for Winter Storms

We may not be able to truly predict how bad the winter storms will be in the coming months...but, at least we can be prepared for the worst. Here's how to make life easier if you get hit with a severe winter storm:

- Know where your propane tank is – mark it with a stake that is higher than the average snow cover depth.
- Keep the propane tank cleaned off for proper ventilation
- Know how to shut off your tank in case of an emergency
- Keep a clear path to the propane tank for deliveries and emergencies
- Are you a “will call” customer? If so, keep an adequate supply in your tank...in the event of a storm, roads leading to your home may not be accessible for deliveries.
- Make a list of instructions on how to turn off the electricity, propane and water.
- Review propane safety information available on our web site at [www.ecec.com](http://www.ecec.com).

*“Appreciated everyone understanding our concern of the dew driveway!” (during propane tank delivery)*

*“Great service!”*

*“We received excellent advice and service!”*

*“Very happy with the service.”*

*“Very prompt.”*



# 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. 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.

## Convenient Choices Make Life Easy

### Convenient Delivery Plans

1. Automatic Delivery – no need for you to check the tank or call us for propane gas deliveries.
2. Will Call Delivery – it's in your hands. You check the tank and decide when you want us to fill your propane tank.

### Convenient Payment Options

1. Budget Payment Plan
2. Metered Service – pay as you use it
3. Pre-buy – pay a fixed price
4. Cash, checks and credit cards accepted

*Check them out at [www.ecec.com](http://www.ecec.com) and click on the Gas/HVAC tab.*