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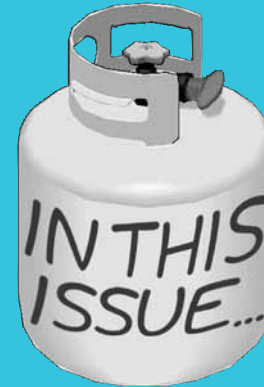
ADDRESS SERVICE REQUESTED

PILOT LIGHT

NEWS

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

Winter 2011



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Heating System Causing Problems?

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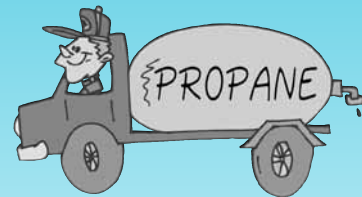
Smell gas? Stay Safe!

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"I ♥ Energy Connections"



PROPANE...

SERVICE AND SUPPORT
FROM A LOCAL COMPANY
YOU CAN TRUST!

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

www.ecec.com

715-832-1603

888-832-1604 toll free

800-927-5090 for emergencies

24 hours/7 days of the week

Heating System

Causing Problems?



Need a tune up
on your furnace &
heating system?

It's never too late 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 heating 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



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

Spread the Word!

Tell your friends and neighbors about the quality local service provided by Energy Connections. Whether it's propane delivery or heating and cooling system work, customer service is a top priority here. As a part of Eau Claire Energy Cooperative for over ten years, we believe quality local service and local ownership is important to our customers.

Need an experienced 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 with 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.



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.

Smell Gas? Stay Safe!

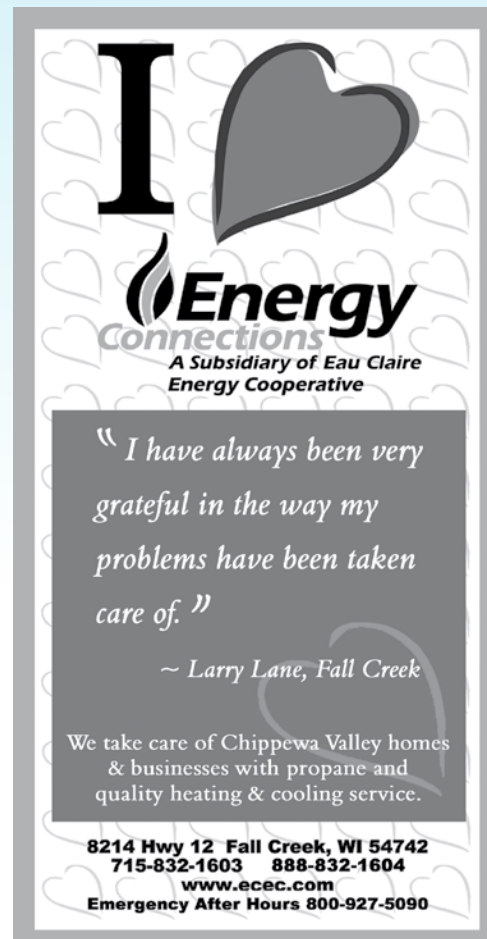
Stay safe. If you smell gas, at any time, inside or outside your home:

- **NO flames or sparks!** Immediately put out all open flames including candles, stove tops and smoking materials. Do NOT operate lights, appliances, telephones or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.
- **Leave the area immediately!** Get everyone out of the building or area where you suspect gas is leaking immediately.
- **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).

Storms Mean Being Prepared

Here are some important things to do before a winter or spring storm strikes.

- Know where your tank is.
- Mark your propane tank location with a flag, pole or a stake that is higher than the average snow cover depth for your area.
- Keep the top of the propane tank cleaned off for proper ventilation.
- Know how to shut off your tank in case of an emergency.
- Keep a path clear to the propane tank in case of an emergency.
- If you are a 'will call' customer, make sure you have an adequate supply of propane in your tank. In the event of a storm, roads leading to your home might not be accessible for delivery.
- 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.

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Energy
Connections
A Subsidiary of Eau Claire
Energy Cooperative

"I have always been very grateful in the way my problems have been taken care of."

~ Larry Lane, Fall Creek

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

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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.

Energy Connections is proud to be a locally owned and operated company. We provide full-service propane and heating and cooling service for residential and business customers in the Chippewa Valley.

When you buy your propane from Energy Connections you know that your money stays in the community. You also know that you can always expect the best service at a fair price.

At Energy Connections we believe in having the best trained, most professional service staff. We also believe in putting our customers first – after all, you're our neighbors.

That's why you'll always see Energy Connections provide solutions for our propane and heating and cooling customers. We currently offer:

- 24 Hour Service
- Budget Payment Plan
- Metered Service
- Automatic Delivery
- Online billing (Bill4U)
- Online payments
- High efficiency heating and cooling products
- Above ground tanks
- Underground tanks (purchase only)

We think that you should be able to relax and enjoy your home, not to worry about fueling your home. If you ever have any question or problems with your heating or cooling system, we'd like to help!

Make Your Life More Convenient!

Families are busy and the convenient choices offered by Energy Connections give families much more flexibility. The options below provide comfort and peace of mind when it comes to heating your home:

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

Underground and above ground propane tanks

24 Hour propane gas delivery

Heating and cooling service for your heating and cooling systems, including furnaces and air conditioning systems

Our experienced and qualified professional staff has been a part of your community for more than 60 years combined. They value top quality customer service in order to meet your specific needs.

If you don't already take advantage of the top quality service offered through Energy Connections, be sure to contact us at 715-832-1603 or toll free 888-832-1604.