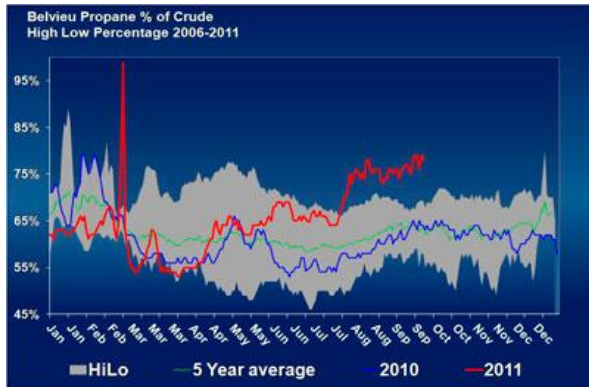




## Newsletter

Fall 2011

### What's happening to Propane Costs?



"Chart from LP Gas and Cost Management Solutions"

Many people assume that if crude (or gas at the pump) is going down in price then propane should follow. This used to be a reasonable assumption. However, in past years propane trading and pricing has not followed the normal trends.

The chart above shows this abnormality. The red line is this year's propane percentage value to crude. The gray area identifies the previous five year highs and lows for the relationship. The green line is the five-year average and the blue line is last year.

Will propane get in line with crude sometime this year? Experts say it is hard to tell. The biggest reasons for the uncertainty are the continued exports (export prices have been running well above the five year average) and a decline in production as refiners go into a maintenance mode after the summer driving season. One thing we can count on is that the world market will continue to impact Propane costs!

### BUDGETS help manage increasing costs!

We do offer a Budget Program. The Budget Program allows you to lock in the price of propane for the year. With your assistance we estimate the amount of propane you will use in one year. Based on that amount you make 12 even payments by the 15<sup>th</sup> of each month.

This program starts in June each year. If you are a current budget customer, we do send you reminders each year.

If you are not a budget customer and would like to be, call our office to be added to our reminder list.



### Freezing in your Duck Blind?

Remember we do fill cylinders year round for portable heating, grill tanks and duck blinds!





## Dust Control helps tame gravel roads!

2011 brought us an extremely dry summer and a lot of dusty roads. We have found that applying dust control each year for several years builds a better base so it's important to never miss a year of dust control!

We apply environmentally safe, economical, natural tree sap. We apply two applications; one in May as soon as the counties release the roads and one in August.

Don't forget to sign up for dust control next year! If you've never had dust control applied before, contact us to be placed on our mailing list!

## STAY WARM THIS WINTER

Remember if you are a Will Call customer (you call us when you need propane) allow 3 working days for delivery.

We still offer a Keep Full Program, which means we monitor your tank for you and fill it when we are in the area. Some of our competition no longer offers this program so don't hesitate to call us if you want to be added to our Keep Full Program!



## GIVE US YOUR THOUGHTS!

Our goal is to continually improve how we serve our customers. Therefore, we would love to have your suggestions and thoughts!

Call us at 563-263-8808 or

email us at anytime at

[kellyotoole@blueflamepropanellc.com](mailto:kellyotoole@blueflamepropanellc.com)



## Will the dry weather continue or will it be another wet spring?

If you are forced to leave your property due to a flood, shut off the gas! Turn off the main gas supply valve on your propane tank (contact us if you don't know where these valves are located). AFTER the flood, use caution returning to your home or farm. Floods can damage your propane equipment. If you find your tank has been damaged, dislodged or missing contact us right away so we can help restore your service.

## TANK RENT Concerns – We Listened!

Many of you contacted us with your concerns about the changes to tank rent. We did listen and adjusted programs based on your feedback. If you ever have issues or concerns with anything we are doing, please do not hesitate to contact us. Your business is very important to us!