



## Newsletter

Fall/Winter 2012



### Our New Location in Letts, IA

In March we moved our cylinder fill station and office to Letts, IA and added additional storage capability. We still have bulk storage in Fruitland, however the rest of the operation moved to Letts. Why you ask? By moving our employees to a shared location (with O'Toole Inc.) we are able to better utilize our workforce by sharing employees between the two companies during peak times.



### ASK US ABOUT COMMUNITY DISCOUNTS!

It is difficult for the standard home to utilize enough propane individually to get into higher discount levels. However, we'd like to introduce a new program called **Community Discounts**. Please contact our office to find out how you and your neighbors can group together your purchases to save money on your residential propane!

### PREPARING FOR WINTER STORMS

Being prepared before a winter storm is important for you and your family's safety and comfort. If a winter storm is predicted it is a good idea to make sure you have adequate supply of propane in your tank. If your tank is low, contact us right away so we can schedule a delivery. When the storm is over, make sure you clear a path to the tank to be prepared for your next delivery. Clear heavy snow and ice from regulators, regulator vents, piping, tubing and valves. Appliance vents, chimneys and flues must be kept clear of snow so appliances can vent properly. If you see any damage or blockages, call us right away!



### Robert Stout Retires after 23 Years in the Propane Industry

We want to wish Bob well as he takes well deserved time off from the world of propane to enjoy his retirement. Fortunately, he has agreed to help us as a consultant when needed, so don't be surprised if you still see him around Blue Flame!



## Propane Inventory & Prices

The last few years have been a roller coaster ride regarding propane prices. We know everyone is wondering what is going on and what happened to traditional trends? In 2007 US propane exports were 6 million barrels and imports of 18 million barrels were needed to meet US demands. This year the US expects to see 47 million barrels of exports and 4 million barrels of imports. In 5 years the US has gone from import dependent to a major exporter. This continues to affect our pricing in the US. We monitor prices on a daily basis and do our best to alert you when there are opportunities to lock into lower contract propane. Keeping an eye on these trends and watching for patterns that will help us be better buyers will continue to be an ongoing focus for us.

## 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 find out how to be added to our Keep Full Program!



## REMEMBER...WE NOW FILL CYLINDERS & CAMPERS AT LETTS!

Remember we do fill cylinders year round for portable heating, grill tanks and duck blinds! We can easily fill your campers with our new layout there is no tight fits or backing up!



## Get on our Contact List for Budgets & Contracts

The **Budget Program** allows you to lock in the price of propane for the year. 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.

We also offer **Contract Pricing**. We personally call you to inform you about contract pricing during the summer months. We offer either 25 cent down per gallon or 100% down programs. Call today to be added to that call list.



## 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

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