



Thanks for Choosing Propane and Penn Valley to Serve You!

Thank You, Joel and Steve!

We always welcome the opportunity to introduce the great employees that the Lord has directed to work with us. Many of them have been a part of the Penn Valley family for a long time, which means that eventually someone decides to retire. This year was unusual in that we had two employees retire on the same day.



Joel Godshall came to deliver propane for us in 1977 and has been a faithful ambassador for Penn Valley ever since. His reliability, sharp memory, consistent work, friendly smile, contagious laugh, and lifelong commitment to our customers are just some of the many reasons to celebrate. Thank you, Joel, for your many years of hard work, the joy of working alongside you and for being an encouragement to the customers that you've served for 39 years.

Steve Wasser also retired on March 31 after having joined our delivery team 11 years ago. His career in farming, working for a local feed mill and fertilizer business, and then retail delivery is marked by his dependability, character, hard work and efficiency. Steve, it has been a pleasure to work with you. Thank you for using your gifts to care for our customers and for being an important part of our Penn Valley delivery team.



In many cases, our retired drivers come back to work part time during our busy season and we are thankful both Joel and Steve have chosen to do this. So if one of these drivers used to deliver to your home, you can look forward to seeing them again over the winter!

Merely saying "Thank You" does not convey the appreciation that we have for Joel's and Steve's commitment to being a dedicated employee and faithfully serving you, our customers. We pray the Lord's blessing on both of them and their families as they enter this new stage of life.

Over the Back Fence

Were you as glad to see spring as we were? You may be surprised to hear that from a company that supplies energy to keep our customers warm, but we always thank the Lord for the different seasons and the changes they bring. We are also thankful that our customers could enjoy a very warm winter and some of the lowest propane prices in ten years.

We most likely each have our favorite season for various reasons, but no matter which season you love most, we are blessed to live in this part of our country where we can enjoy the contrasts of the seasons throughout the year from spring flowers and new life to summer vacations, from harvesting crops in the fall to snowy winter landscapes. Just as the passing of a year brings with it marked changes in weather, some joyful and some difficult, so our lives bring with it different seasons as well. My wife, Chris, and I are walking through some of the hardest times thus far with her cancer and its treatment. We are trusting in the faithful promises of our Lord through this difficult season and anticipate brighter seasons ahead.

We want you to know that as a family business, we are people who care, people with shared experiences who value our relationship with you. We trust this is evident in the way you are served and treated as we work to meet your energy needs. Thank you for the continued opportunity to serve you. We wish you a safe and enjoyable summer!

Dan Balmer

President, Penn Valley Gas

The Refuge Ranch

By Ali

This past January, I flew into Mexico City, along with fourteen of my classmates, for a service trip as part of my high school's "Senior Experience", a week where seniors may either choose to job shadow or take part in a service project. During our week in Mexico, we worked at a local family's house that has come to be known as the Refuge Ranch. They have a total of eighteen kids under their roof, devoting their lives to providing a home for those without one. Our main project was to help finish the foundation for the new, larger house the couple is building for their ever-increasing family.

The work that week was extremely difficult, but did not come without great reward. We mixed and poured our own cement, then once it was dry we had to rip the plywood off of the foundation with hammers and crowbars. We also had to remove any rocks larger than a golf ball from the floor, rake it level, and measure it with a laser device to make sure it was completely level. At the end of each day, everyone was completely worn out, muscles aching and covered from head to toe in dust.

While it was wonderful to see the physical progress of the new house, it was amazing to see how this family reflected their love for God to everyone they interacted with. The most rewarding part of the trip was seeing how good God truly is, and how He can work wonders in the lives of the broken. All of the children cared for at the Refuge Ranch come from broken pasts, often filled with abandonment, abuse, or neglect.

Deciding to take part in the trip to Mexico is one of the best decisions that I have made in my life. Carrying out back-breaking work for the glory of God helped me to grow as an individual, and through it, God taught me humility. Throughout the week, I discovered that the purpose of the week was not to pour concrete, level the foundation, or even give the children temporary playmates. The goal was to display God's love and grace to these children, while also being shown these things myself. The amazing thing about God's love is that it is equally endless for all.

As a recent graduate of Christopher Dock Mennonite High School, Ali is looking forward to studying nursing and playing field hockey in college. She loves animals, especially her horse Boy, and spending time with her family and friends. Thank you, Ali, for sharing your impactful Senior Experience with us!



Equal Payment Plan

Simplify your bills and save money!

Here's how it works: We'll average your annual usage and divide it into 10 equal payments. Then it's simply a matter of sending in your payment every month from August to May. For added convenience, we are pleased to offer **AutoPay** from either a checking account or credit card.

If there's a balance due in the spring, you can simply increase your last few payments to get caught up, or pay the difference in June. If you use less gas than your average usage, your account will show a credit, which can be applied to a future invoice.

Our Equal Payment Plan can help save money too. When you make payments on time, no finance charges will be assessed. Along with our commitment to making sure you always have propane when you need it, you will have the convenience of level monthly payments over the winter when your usage is at its highest.

If you have any questions or would like to enroll, please contact our office. Then relax, knowing that you're prepared for the next heating season. If you were enrolled in the Equal Payment Plan last year, you will automatically receive this year's program information in July.

Access Your Account Online!

We are excited to announce that you can now access your Penn Valley Gas account online! Simply go to our website and click My Account in the navigation bar. On your first visit, you will need to follow the steps for New User Registration in order to gain access to this exciting new tool! Once you've registered, here are some of the features that will be available to you:

- See your delivery history and average propane usage per year
- Check your account balance and review your transaction history
- Make a credit card payment
- Enroll in our Equal Payment Plan
- Request service for your propane appliance
- Request a propane delivery

If you have used our website's "Pay Bill" functionality in the past, you will now be able to pay your bill directly from your online account.

We hope that you find the customer online account access easy to use and helpful in managing your account with us. As always, please contact our office if you have any questions.

Summer Savings!

Penn Valley is offering to replace your old electric water heater with an energy efficient propane water heater for 50% off the installed price.*



Scan this QR code with your smartphone or call our office for more details.

*Some restrictions apply. Expires 8/31/16.

50% OFF

SAFETY NOTES !

Penn Valley is committed to your safety. Please take the time to read through these safety reminders. Don't hesitate to call us or visit www.pennvalleygas.com for more information.

Later this summer we will be mailing you the safety pamphlet shown here, which is published by the National Propane Gas Association (NPGA) and contains very important propane safety information, including a scratch-'n sniff section that is intended to help you identify the odor of propane. Please read the entire pamphlet and keep it on-hand for future reference to help answer any questions related to propane safety. As always, please remember there is a lot of useful information on our website at www.pennvalleygas.com.



Call Before You Dig

If you or your contractor is planning to dig with any powered piece of equipment, it is your obligation to call 811, which is the PA One Call contact number. This call should notify all underground utilities servicing your property.

Additionally, if your home or business is serviced by a single underground propane tank, please call us at least 3 business days prior to excavation. (PA One Call does not consider these systems a utility and therefore will not contact us.) Once we are contacted we'll come out to mark the location of the gas lines at no charge.

We recommend that you do a walk through with any landscaper or contractor doing work on your property so that they know where the underground propane tank is located. Furthermore, it is a good idea to place a tall, bold marker (such as a driveway reflector for snow removal) by the tank lid prior to work being done so that it is clearly noticeable to everyone working in its vicinity.

Grill Tips and Refills



- Always close the shut-off valve supplying your grill after each use, especially if it is hooked directly to your home.
- Always use and store cylinders outdoors in an upright (vertical) position.
- Read and follow the grill manufacturer's instructions for grill use and maintenance.
- When you need your grill tank refilled, stop by one of our convenient fill station locations.
- For more safety tips or to find a fill station near you, please scan the QR code above or visit www.pennvalleygas.com/grill.



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2 Chronicles 16:9a

*For the eyes of the Lord range
throughout the earth to
strengthen those whose hearts
are fully committed to Him.*

“Want to Earn \$50?”

Do you appreciate being a Penn Valley customer? Do you know anyone looking for a propane company they can trust? If you answered yes then you could earn a reward!

Simply refer someone to Penn Valley by calling our office or emailing thanks@pennvalleygas.com. When your referral becomes a qualified Penn Valley customer we will post a \$50 credit to your account!* There is no limit to how many people you can refer so contact our office today. We look forward to hearing from you!

*Some restrictions apply. Call for details.

Congratulations Isaac!

Isaac Brunk, whose mother Deb works in our office, was awarded the National Propane Gas Foundation Scholarship! He recently graduated from Christopher Dock Mennonite High School and will be attending Messiah College in the fall to study business. He enjoys baseball, spending time with family and friends, being outdoors, and singing. His faith plays a role in his everyday life and he loves a good laugh, which is fitting because his name means laughter. Congratulations Isaac on winning our industry’s scholarship!



**your
PVG
team**

Dave Anders
Bailey Balmer
Dale Balmer
Dan Balmer
Dwane Balmer
Jeriah Balmer
Jesse Balmer
Joah Balmer
Josh Balmer

Ken Balmer
Ruth Balmer
Ron Braeunig
Deb Brunk
Mike Cassel
Linda Derstine
Phil Derstine
Loren Detweiler
Shawn Freed

Joel Godshall
Troy Godshall
Mike Goshow
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Jon Landis
Matt Landis
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