



Thanks for Choosing Propane and Penn Valley to Serve You!

## Thank You, Mike Goshow

Here at Penn Valley Gas, we are blessed with an amazing family of employees. Mike Goshow has been part of our family for five years now and has driven 500,000 accident free miles since joining us in 2011. He came here with many years of driving and diesel mechanic experience and has been a great fit in our transportation division.

Mike's primary responsibility is driving tractor-trailer and delivering propane throughout the Tri State region, often staying out on the road for an entire week at a time when the weather turns bitter cold. He has also become a vital part of our truck repair shop during the slow seasons, helping to ensure our equipment is always in excellent condition.

Mike and his wife, Keila, celebrated 26 years of marriage this year and are blessed with three adult children: Tirsia, Tori, and Micah. They enjoy time together camping, going to the mountains and spending time at the beach. Mike is an avid Harley-Davidson rider and has enjoyed several motorcycle trips touring the western United States.

Mike has a servant's heart, often lending a hand to help neighbors with their projects and using his mechanical talent to bless others. Thank you, Mike, for your faithful service and for using your gifts to help Penn Valley grow and serve our customers in a safe and efficient manner.



## Tis the Season

Does the thought of the holiday season bring anxious thoughts about "long lists of things to do"? Does the threat of cold weather, possible ice, snow and bad roads have you wishing we could go right from fall to spring? Or perhaps, like me, you are facing the first Christmas season after losing someone dear to you. My wife, Chris, went home to be with our Savior several weeks ago. It is very difficult to be without my sweetheart of almost 40 years, a reality that is bittersweet. Bitter in having a huge loss to our family and sweet to know she is forever healed and in heaven. A hope offered to everyone (John 3:16). It is important to recognize both the bitter and the sweet, but I'm choosing to dwell on the sweet. For all of us, no matter the seriousness of our situations, embracing the blessings is an important choice we get to make each day.

It is my hope that you will choose to live with a thankful heart throughout the upcoming winter season, starting with counting your blessings of this past year. And the next time it snows, choose to be thankful for the amazing fact that each snowflake has a unique God given design, just like each person around you.

Our Penn Valley family is thankful for the continued opportunity to serve propane to each of your families and businesses. This is our way of helping you enjoy the Christmas season as you stay warm and cozy, bake delicious holiday meals, and light up that glowing gas fireplace. At the same time, we recognize some of you are also going through challenging times, so we offer our prayers as encouragement. May each of you sense the Lord's peace and hope in 2017.

*Dan Balmer*

President, Penn Valley Gas

# No Heat Checklist

If your heating system isn't working, there are two important words you need to know: **Don't Panic.** If it's not working, it doesn't necessarily mean that it's broken or in need of replacement. You could save time and money by identifying the actual problem and calling the correct person for help.

Here are five steps that will help you figure out what you need to do:


- 1. Check Your Thermostat:** Confirm that it is set to the HEAT setting as well as the AUTO setting. To start your heater, set the thermostat several degrees higher than the current temperature.
- 2. Turn the Emergency Switch ON:** Most homes have a furnace emergency ON/OFF switch that is usually located near the basement stairs or on the wall near the heater.
- 3. Check Your Electrical Fuses and Circuit Breakers:** Make sure that no fuses are blown or that the circuit breaker for your heater is not tripped.
- 4. Reset Your Furnace:** Turning the power to the furnace OFF for 30 seconds and then back ON will cause it to attempt to run through another heat cycle.
- 5. Check the Propane Tank Gauge:** This gauge is located under the lid of your propane tank. If the gauge is reading empty or extremely low, you may need a propane delivery.

# Help Us to Serve You Better

Winter may bring uncertain weather conditions, but Penn Valley wants to be certain you have the propane you need for your home and/or business. Thank you in advance for helping to:

- Keep your driveway and sidewalk clear of ice and snow. Our trucks need the full width of your driveway to reach your tank safely and efficiently.
- After a snowstorm, please clear snow and ice off your aboveground tank or underground tank lid. A path through the snow to your tank would be greatly appreciated.
- Make sure underground tanks are marked with a flag or marker at least 30" high.
- Monitor your propane tank gauge if your propane usage increases. For example, the addition of a baby, guests staying in your home, or a new propane appliance can increase your usage. Please call our office if the gauge needle drops below 20%.
- Call us early in the day when you have an unexpected need for our services. Our office opens at 7:30 am Monday through Friday and we are ready to respond quickly to serve you. The earlier you call us, the sooner we can dispatch our technicians to help you.



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RESIDENTIAL

COMMERCIAL

CONTRACTORS

WHY PROPANE

MY ACCOUNT

QUESTIONS: (800) 223-4266

## Access Your Account Online!

Have you registered to 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 your account. We hope you find the customer online account access helpful, and as always, please contact us if you have any questions.

Here are some of the features available to you via the online account access:

- See your delivery history
- Check your account balance
- 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

## The Call to Go and Assist

By Rick Sames

The first week of September found me and a friend driving eighteen hours to Louisiana. We would be meeting up with a small group of individuals from different states to work with the crisis relief organization Reach Global. Unsure of what to expect, it was our desire to help in any way possible with the aftermath of the horrible flooding in that area. Our lodgings were bunk beds in a warehouse located in Covington, one hour outside of Denham Springs, the town where we would be working.

Denham Springs was hard hit when a storm system stalled, covering most of the town in five feet of water. The homes, which are almost all single story, were completely ruined not just from the water damage but also from the mold that grew rapidly in such a humid environment. We needed to wear masks and once even a hazmat suit. The work was physically hard, especially in the heat and humidity. While it might have looked like a normal demolition jobsite, an entire community was seeing everything they had worked for and accumulated over their



lifetime piled by the curb to be picked-up and thrown into a landfill.

Through it all, it was encouraging to see the resilience of the town people and to be able to share the workload with them. We were glad to be the hands and feet of Jesus by providing volunteer help to clean-up, especially since the majority of homeowners do not have flood insurance as their region is not prone to flooding. When we left to return home, it felt like we had hardly made a dent; however, we were thankful that we could help a few families and trust more volunteers will continue the work.

*In 2017, Rick will celebrate 20 years of faithful service here at Penn Valley. We are thankful for his many talents, great attitude and servant's heart, which have blessed customers in every area of our business: appliance installation and service, propane delivery and wholesale transportation. Thank you, Rick, for being a great example of daily using your giftedness to bless others.*

## 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](http://www.pennvalleygas.com) for more information.

### Critical Winter Reminders

1. Appliance vents, chimneys, and flues must be kept **clear of snow and ice** so appliances can vent properly. An area of four feet, extending in all directions from the vent, should be kept clear of snow and/or debris to prevent vent blockage. This is especially critical on the roofs of modular homes. Clear snow carefully, using a broom rather than a shovel to avoid damaging any components. It is also important to clear heavy snow and ice from regulators, piping, tubing and valves.
2. **Make sure that no foreign material** (i.e. ice or snow) is covering your regulator vent. Meter customers should clear accumulated snow from around the meter and regulator.
3. Working with propane is serious business. Do not attempt to install appliances on your own. Gas appliances must be converted and set up for use with propane. **Call Penn Valley** to make sure your propane appliance is converted and installed correctly.
4. **Make sure that you and your family know what propane smells like.** In its natural state, propane is an odorless, colorless gas. An odorant is added to give it a distinctive strong, unpleasant smell like rotten eggs, a skunk's spray, or a dead animal. If you suspect a gas leak, call our office immediately.





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**Jeremiah 17:7**

*But blessed is the one  
who trusts in the Lord,  
whose confidence is in him.*

## Need Assistance?

If you need help with your heating bills, assistance is available. The Pennsylvania Low-Income Home Energy Assistance Program (LIHEAP) provides assistance to qualified homeowners and renters to help with heating costs. Assistance is available for a variety of financial situations. Please call LIHEAP's

toll-free hotline at 1-866-857-7095 if you could benefit from this helpful program. If you were in the program last year, they will automatically send you an application this year.

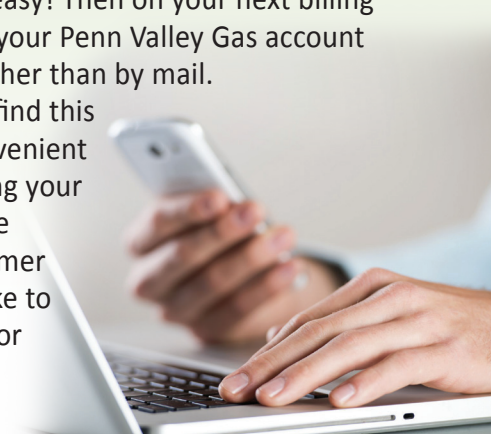
### WHO IS ELIGIBLE?

HOUSEHOLD SIZE	MAXIMUM INCOME
1 person	\$17,820
2 persons	\$24,030
3 persons	\$30,240
4 persons	\$36,450
Each additional person add:	\$6,240

## E-Statements Available!

We are excited to announce that you can now receive your Penn Valley Gas account statement by email! Simply log into your account on the My Account page on our website. Go to the Settings page and the Electronic Statement section. Choose Opt-In and click Update. It's that easy! Then on your next billing cycle, you will receive your Penn Valley Gas account statement by email rather than by mail.

We hope that you find this new billing option convenient and helpful in managing your account with us. Please contact Kathy in Customer Service if you would like to enroll over the phone or have any questions.



**your  
PVG  
team**

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Dwane Balmer  
Jeriah Balmer  
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