

THE PENN VALLEY POST



**PENN VALLEY
GAS**

Summer 2017

Thanks for Choosing Propane and Penn Valley to Serve You!



Thanking God for 60 Years!

The history of Penn Valley Gas is more than a story about how a business was started. It's a testimony to God's sovereignty and grace. It's about a family of people that God has gathered together with a common purpose: to glorify Him by faithfully serving our family of customers with excellence. In the beginning Penn Valley was dedicated as "the Lord's business" and that continues to be our commitment today.

In July 1955, Ruth Fretz, the daughter of a Mennonite farmer in Bucks County, PA, was finishing her nurse's training at Norristown State Hospital when she met Ken Balmer, a hardworking Church of the Brethren farm boy from Lebanon County, PA, who was serving at the hospital through the 1W service. Fourteen months later, Ken and Ruth were married, and four months after that, on January 1,

1957, Ken and Ruth founded Penn Valley Bottled Gas Company that later simplified its name to Penn Valley Gas.

Over the past 60 years, Penn Valley has grown to a family of 44 employees who faithfully serve over 9,000 customers. The geography of our community, types of services offered, environment for doing business, trucks, technology, employees, and customers have all seen changes since 1957, but our focus remains the same: serving our customers with propane expertise, building trusted relationships, and working together as unto the Lord.

As we celebrate our 60th year of business our focus is on the people who have made this legacy possible: our faithful and hardworking family of employees, our friends who work side-by-side with us to carry out our mission. We are grateful to the Lord for the diverse and complementary talents He



in this issue

- pg.2 Earn \$50!
- pg.2 Equal Payment Plan
- pg.2 Summer Savings
- pg.3 SAFETY NOTES
- pg.4 Online Account Access

Continued on page 2

has provided for our company through each person He has brought into our family. Their commitment to Penn Valley and their years of experience set us apart from our competition. To each person in our Penn Valley family, thank you. We are honored and grateful that you have chosen to invest your time and talents to work alongside us in serving our customers with excellence.

We also want to thank each of you, our customers. We've sincerely appreciated the opportunity to serve the propane needs of our community for six decades. Thank you for the ongoing trust you have placed in us and for recommending us to your friends and family. Whether you've been a customer for a few months, many years, several decades, or all 60 years (yes, we still serve one customer who's been with us since the very beginning) – we count it a privilege to serve you and we look forward to continuing for many more years to come.

“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.



50% OFF

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.*

*Some restrictions apply. Expires 9/30/17.

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



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 plan or 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 peace of mind 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.

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.

Proper Piping is Essential

Here are some simple tips about proper gas piping. If you have any questions or concerns regarding the piping at your home or business, please call our office.

- Galvanized/steel piping must be sleeved when going through masonry.
- Steel piping should not be used underground.
- Yellow polyethylene plastic gas pipe has been used for underground propane gas installations for years. It should never be used for gas piping that is above-ground or inside a building. This product is not to be confused with corrugated stainless steel tubing (CSST), which may have a yellow or black jacket to protect the tubing.

Planning Ahead for Home and Landscape Projects is Crucial

Are you planning any home projects this year, like additional living space, a generator, garden shed, pool, landscaping, or deck work? Will your project impact the propane tank and gas lines on your property in any way? Be aware of the problems that can occur when making these changes. Planning ahead is the safest and least costly way of accomplishing your project. Please call our office in the early stages of your planning to discuss and/or schedule a walk through at your home to review your plans in regards to your propane supply system. We would also welcome your contractor to contact us to verify that all current gas codes are met.

Here are four important reminders to keep in mind:

1. Many times landscaping changes can cause a dangerous situation when the tank lid becomes too low and fills with water, covering valves and regulators that are not designed to operate underwater. The cold winter weather will cause this water to freeze, making the situation even worse. This scenario may prevent our drivers from being able to fill your tank or turn off the gas supply in an emergency.
2. Tank location is important. There are safety codes that need to be adhered to including distance to structures, distance to property lines, distance to ignition sources and combustible materials, and tank accessibility. Any decking built over your tank is in violation of state regulations and unsafe.
3. If you or your contractor are 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.
4. 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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Matthew 5:16

*Let your light shine before others,
that they may see your good deeds
and glorify your Father in heaven.*



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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. 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

your PVG team

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Dale Balmer
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Dwane Balmer
Jeriah Balmer
Jesse Balmer
Joah Balmer
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