



Thanks for choosing Penn Valley to meet your propane needs!

Thank You, Bonnie



As a growing local business, we are thankful for all of the talented people God faithfully brings into our coworker family. In the fall of 2021, a mutual friend introduced us to Bonnie Hockman and it didn't take

long for us to fully appreciate her administrative gifts, care for others, and servant's heart.

From the beginning, it was clear that Bonnie values excellence and dependability as she invested herself in learning a new job and a new industry. She takes care of many details that help our team to be successful, which means anything from purchasing supplies and snacks to processing delivery tickets and posting customer payments. Furthermore, if you call our office, as one of our operators, hers could be the friendly voice you hear on the other end greeting you and connecting you to the person who can best help you.

Bonnie and her husband Dale have been married 35 years and have three children, two of whom have wedding plans this summer. Bonnie loves spending time with family and friends, teaching children's classes at her church, interacting with senior citizens, and looking for treasures at thrift stores and yard sales.

Thank you, Bonnie, for choosing to use your God-given gifts at Penn Valley to provide excellent service to our customers. We look forward to many more years of serving together!

From Our Family to Yours

Penn Valley has served our local communities for over 67 years, and the generations of our coworker family have witnessed many changes during that time. As our communities grow and their needs change, we continue to add resources and services to provide you with the clean and reliable energy that you need.

As seasons change throughout the year, we look forward the opportunities those changes bring. Summer brings longer days and more sunshine to make grass and flowers and crops grow. Fall ushers in the return of cooler weather and beautiful foliage. We anticipate snow and upcoming holidays in winter, and spring bursts on the scene with the promise of new life.

Seasons in life come along as well. Maybe for you it's the constant busyness of little kids, or the disappointment of a lost job, the joy of weddings and anniversaries, perhaps a difficult diagnosis or the loss of a loved one. We know that growth often comes through difficulties, but in those times it's still hard to see past today and into the next season waiting just around the corner.

Seasons are temporary in nature and in life, but the love of God's son Jesus never changes. Isaiah 40:8 says, "The grass withers and the flowers fade, but the word of our God stands forever." This unchanging truth offers an endless source of strength for each season. No matter which season of life you find yourself in today, our prayer is for this summer to bring times of both rest and growth in your life.

Thank you for the opportunity to serve you and yours with propane, whether you're new to Penn Valley or we've known you for years. God's richest blessings from our family to you this season.

Dwane Balmer

President of Wholesale & Equipment

Josh Balmer

President of Retail & Finance

Selling Your Home?



"I'm planning to sell my property. What should I do regarding my propane service?"

Contact our office prior to listing your property to help us avoid making any unwanted deliveries. We

can also provide other helpful information such as tank ownership.

If you have an underground leased tank, we will work with you to ensure the proper transfer of the tank lease agreement. The buyer needs to be aware of this process so a signed tank lease agreement can be obtained prior to settlement. If you have a meter at your home, we will need to know the settlement date so we can get a final meter reading on the day of settlement.

We recognize that moving often brings stress, so our aim is to make the transfer of your propane service as simple and seamless as possible. As always, please contact us with any questions.

Did You Know?

We do more than deliver propane. Our expert team of service technicians has the knowledge and experience to help you with a variety of projects around your home. For example, when it's time to upgrade or replace your hot water heater, give us a call! We already know your propane system and you already know and trust us to provide high quality work at a fair price. Here is a list of products, installations, repairs, and services we provide:

- Hot water heater
- Mobile home furnace
- Propane appliance hook-up
- Clean and service your propane fireplace
- Excavation and installation for propane systems
- Space heater
- Propane system for pools and generators
- Propane piping and hook-up for outdoor kitchens, patios, and BBQ grills

Have You Seen Our New Customer Portal?

Our new and improved online Customer Portal is here! To better serve you, we redesigned our Customer Portal with ease and convenience in mind. You can now view your account documents online such as delivery tickets, invoices, and statements. Other features include the ability to set up paperless billing (see instructions below), request to enroll in an Equal Payment Plan, as well as update account information like your phone number or payment methods. Visit myaccount.pennvalleygas.com to set up access to your account and start enjoying these new features today!

Sign Up for Paperless Billing!

You can receive your delivery ticket and other billing documents via email! Simply follow these easy steps to enroll in paperless billing:

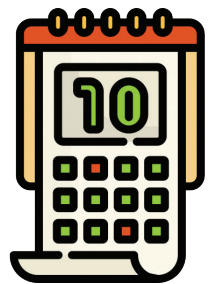
1. Go to myaccount.pennvalleygas.com
2. Log in to your account
3. Click on Paperless Billing under Account Options
4. Choose "Opt-in" next to your email address
5. Click Update

Then you will receive future invoices and statements by email!

Equal Payment Plan

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. This will give you the peace of mind of equal monthly payments over the winter when your usage is at its highest. For added convenience, we offer **AutoPay** from either a checking account or credit card.

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 plan information in July.



Summer Friday Hours

In order to bless our coworkers with some extra downtime with friends and family over the summer months, we will close at 3pm every Friday through Sept 1. As always, we provide 24/7 emergency service. If you have a propane emergency, call us right away at 215-723-7429 and choose option 1 to reach our after-hours support and be connected to one of our technicians.

Monday-Thursday
7:30am – 5:00pm

Friday
7:30am – 3:00pm

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.

Mark Your Tank!

We recommend that you do a walk-through with any landscaper or contractor doing work on your property so they know where the underground propane tank and lines are located. Furthermore, it is a good idea to place a tall, bold marker by the tank lid prior to work beginning so it is clearly visible to everyone working in its vicinity. These critical steps should help prevent the dangerous emergency that is caused by a contractor hitting the tank and/or lines during construction.

Call Before You Dig

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 talk to you, we'll come out to mark the location of the gas lines at no charge.

Trim for Safety

Please keep shrubs and other landscaping trimmed around meters and tanks in order to provide clear access for regular service and especially in case of an emergency. It is also important to trim the tree branches along your driveway so that our trucks and your trees are not damaged while making a delivery.



Getting a New Gas Appliance?

Be sure that any gas appliance being installed is designed for use with propane. Natural gas appliances must be adjusted by a qualified service technician prior to use with propane. Please call our service department prior to delivery of your new appliance to schedule one of our qualified service techs to install the appliance properly and ensure that all controls and valves operate correctly.

Smell Gas? Call Us Immediately!

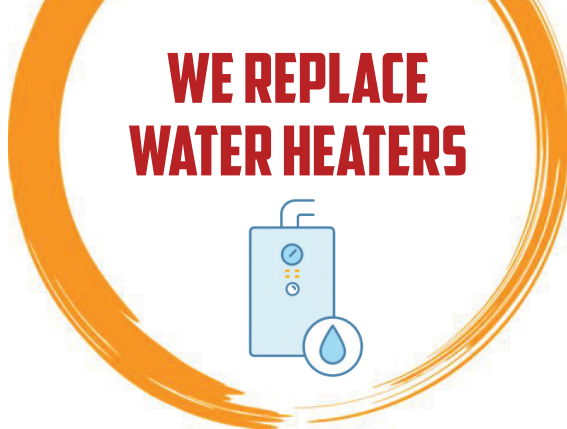
It's not normal to smell propane inside or outside your home. The odor is described as rotten eggs, sulfur, or sewer. If you think you smell gas, even if the odor seems faint or has been lingering for a while - don't wait! **Call us immediately!** We will talk it through with you and send a technician to inspect for leaks as necessary. Our first priority is your safety!





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www.pennvalleygas.com

PA12857



**WE REPLACE
WATER HEATERS**



PRST STD
U.S. Postage
PAID
Quakertown, PA
Permit NO. 77

ELECTRONIC SERVICE REQUESTED

*"May the Lord show you His favor
and give you His peace."
Numbers 6:26*



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. Discount is capped at \$800. Expires 9/30/24.



Renewable Propane

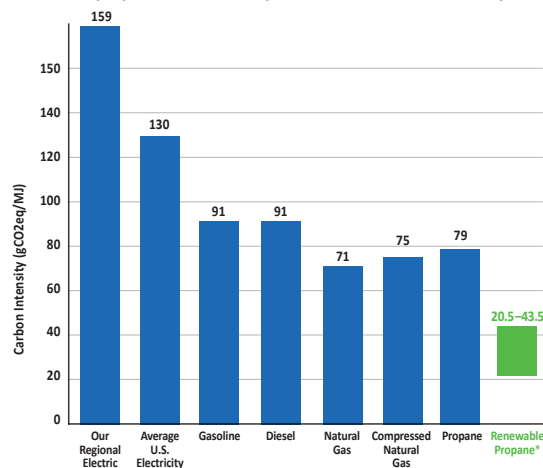
Renewable propane can be made from a variety of renewable materials like plant and vegetable oils, animal fats, and used cooking oil. Plus, the propane appliances you already have work on renewable propane. This means there are no switching costs to realize carbon emissions that are lower than conventional propane, which is already cleaner than most of the US electric grid!

While renewable propane has limited availability in our market, production is ramping up so we hope to offer more of it in the future. According to the World LP Gas Association, renewable propane could meet half the world's demand for propane by 2050!



CARBON INTENSITY

Renewable propane's carbon footprint is smaller than almost any alternative



‡ Based on the most recent study by the US Dept of Energy's National Energy Technology Lab.

* Certified and published pathway by the California Air Resources Board (CARB).

All other values calculated using Argonne National Lab's GREET 2022 Model.

Source: <https://propane.com/about-propane/renewable-propane/>