



Thanks for choosing Penn Valley to meet your propane needs!

Thank You, Josh

Back in the winter of 2023, we had the opportunity to interview Josh Landis, a potential driver for our transport team. After a ride-along, our trainer's recommendation was, "we need to hire this guy," and we have had no regrets since the day he started. Josh came to Penn Valley with 24 years of owner-operator driving experience, so the transition into a full-time transport driver was easy for both Josh and Penn Valley.



This past winter was one of the coldest in many years and during that extra busy season Josh played a key role in keeping propane flowing to our customers. His positive attitude and humble spirit align with our values of excellence and humility, and his willingness to run nights or pick up loads out of state as needed are a tremendous blessing to our transport team. He also keeps his truck among the cleanest in the fleet.

Josh and his wife, Tara, have been married for 21 years and enjoy life with their two children,

Haydn and Gabe. Most days in the summer and fall they keep busy with softball and baseball games, and they also

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From Our Family to Yours

As we look back over the record cold winter, we want to start off by saying thanks to each of you, our customers, for the opportunity to serve your increased heating needs. We are so grateful to be able to keep your homes warm during a long, cold winter. We are also thankful to God for His provision of kind, expert coworkers who reliably cared for you, for ample propane supply due to strong domestic propane production, and for safety across our operations day and night.

We know record cold temperatures mean higher usage for our heating customers, and that means higher bills to pay. For help with your bills, or if you want to spread out your payments, please call our Customer Service team. One of the aspects of our business that we love most is how we get to build long-term trusted relationships as we serve you year after year. This also means we can work with you to manage your payments as needed. Also, if you haven't participated in our Equal Payment Plan in previous years, consider enrolling for the upcoming season, and make it even easier by choosing AutoPay.

In the same way we're excited for the new spring season with its bright colors and sweet aromas, we're excited for two new projects this year that are an investment in the future. Our solar array started providing electric to our facility, and we're almost finished a new truck garage. This garage will help our mechanic team take care of our growing fleet so that our drivers and equipment can continue to reliably serve your propane needs.

From resources to relationships, our goal is to operate our company with a long-term perspective and thereby live out our company value of stewardship. Thank you for the trust you place in our family to serve yours this season and in the seasons to come. We hope your summer is meaningful, refreshing, and fun as you spend time with loved ones.

Dwane Balmer

President of Wholesale & Equipment

Josh Balmer

President of Retail & Finance

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enjoy family trips to Phillie games and yearly trips to Florida.

Thank you, Josh, for your daily faithfulness in the many safe miles driven the past three years. We are blessed to have you in the Penn Valley family.

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. Check "Paperless Billing" below the email address you want to enroll
5. Click Update

Then you will receive future invoices and statements by email!

Thank You, Linda!

Have you called our office over the last 15 years or received a service invoice for work completed by one of our technicians at your home?

Then you have been served by Linda Derstine, who retired this spring. She joined us in 2010 and has been providing kind, excellent, faithful service to our customers ever since. We will miss her encouraging smile and reliable teamwork, but more than that, we're excited for this new season in her life. Thank you, Linda, for how you diligently served our customers and were a blessing to work with for these 15 years.



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.

Welcome to the Family!

We are excited to welcome two new coworkers to our Penn Valley family this year.

Evelyn Lucas joined our office team with experience in administration and purchasing.

Tyler Bradshaw brought his mechanical expertise in field service to join our service and excavation teams. Both Evelyn and Tyler bring a humble spirit, joyful countenance, and a heart to serve others with their God-given talent and valuable experience. We look forward to many years of working together!

Has Your Usage Changed?

Have you ever wondered how we always seem to know when you need a propane delivery? Our experience and ability to predict the impact of weather conditions on your level of usage allows us to schedule your deliveries as needed. However, if your usage changes for reasons unknown to us (i.e. a newborn baby, guests staying in your home, or heating your spa or pool) we will not know your usage has increased. Please give us a call in these situations so that we know to deliver more frequently. This prevents any inconvenience to you and ensures that you'll always have propane when you need it!

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 3:00 pm every Friday through August 29.** 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.

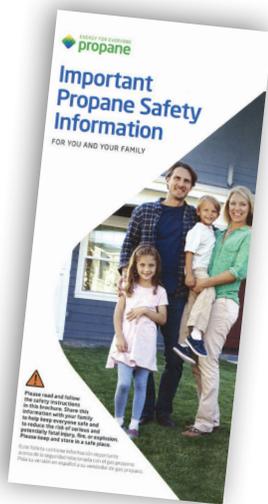
Monday-Thursday
7:30am – 5:00pm

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.

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, you can find lots of other useful information on our website.



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.

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.

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!

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.



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ELECTRONIC SERVICE REQUESTED

“God sent his Son into the world not to judge the world, but to save the world through him.”

John 3:17 (NLT)



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 9/30/25.



Additional Services for Your Home

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