



Thanks for choosing Penn Valley to meet your propane needs!

Thank You, Isaac



We are continually grateful for how God provides Penn Valley with talented, humble, and hardworking coworkers. The story of Isaac Martin is no different. As we began looking for a controller in 2023, a conversation with a friend led to an introduction to Isaac. His character, accounting expertise, sense of humor, and heart to

serve made him an excellent fit.

Isaac and his wife Laura have three children and together they enjoy fishing, going to the beach, and Saturday morning pancakes. They especially enjoy their Sunday schedule of going to church, enjoying lunch with extended family, and then watching the Eagles game. Isaac is an avid hunter, talented guitarist, and generous volunteer, investing his time and accounting skills to serve his church and other non-profits in our community like the Bean Bag Food Program.

Thank you, Isaac, for choosing to invest your God-given gifts at Penn Valley. We're grateful for how you glorify God with your servant heart and a commitment to excellence in your work.

We have fun serving on mission alongside you and look forward to many more years of working together.

From Our Family to Yours

We live in an incredible time in history. Technology has taken us to places we never imagined. We can search online for new cars, medical advice, or to learn about significant events from the past. We order shoes, groceries, and books and they show up the next day. The convenience of this instant access has accustomed us to getting what we want right when we want it. For all these reasons and more, waiting is often much more difficult for us in this modern world.

Many of us remember when the Sears and Roebuck Christmas catalog would arrive each year. We would spend hours flipping through the pages, especially the toy section. There was something special about the anticipation that came through wondering what was to come, and then waiting for Christmas morning to find out.

The Christmas story is one of anticipation and waiting. The prophet Isaiah foretold the birth of Jesus in Isaiah 7:14: "Therefore the Lord himself will give you a sign: behold, the virgin shall conceive and bear a Son, and shall call His name Immanuel." This was prophesied approximately 700 years before the event actually came to pass.

For seven centuries, generations of people waited in hope for the promised Savior. No one could have fully imagined the impact that day in history would have. In fact, the birth of Jesus became the dividing point of history itself—the BC/AD dating system was established to mark time before and after His birth. The gift of the birth of Jesus Christ changed not only how we keep track of history, but the story of the whole world.

As we joyfully anticipate celebrating the birth of the Savior at Christmas, we want to express our heartfelt gratitude to each of you who we have the opportunity to serve as your trusted propane supplier. We remain committed to delivering safe, reliable, and clean energy for you and your loved ones.

Wishing you and your family a blessed holiday season,

Dwane Balmer

President of Wholesale & Equipment

Josh Balmer

President of Retail & Finance

Check Out the Newest Feature on Our Customer Portal!

To better serve you, we've added another feature to our Customer Portal. With your ease and convenience in mind, you are now able to enroll in AutoPay and update your AutoPay settings directly from the portal. This is in addition to already existing features, such as the ability to set up paperless billing (see below), update your contact information, request to enroll in an Equal Payment Plan, update your payment methods, and view your delivery tickets, invoices, and statements. 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! 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!

Need a Trusted Contractor?

Are you planning a home improvement project? Maybe a new deck or patio? A garage? Perhaps it's a new appliance, big or small. If so, do you have someone you trust to do the work? If you're not sure, would like a second opinion, or simply want some referrals to consider, please call our office and ask for Ray. It can be overwhelming to figure out who is the right contractor for your project. Even if your project does not involve propane or Penn Valley, we are happy to offer some recommendations. We look forward to your call and providing help.

No Heat Checklist

If your heating system isn't working, remember: **don't panic.** If it's not working, it's not necessarily in need of repair or replacement. You could save time and money by identifying the actual problem and calling the correct person for help.

Here are five steps that might help you eliminate the need for a service call:

- 1. Check Your Thermostat:** Confirm that it is set to the HEAT setting. Also confirm it has fresh batteries, if needed. To see if your furnace will start, set the thermostat several degrees higher than the current temperature and listen for it to come on.
- 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. Make sure this switch is in the ON position.
- 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.



Welcome to Our New Coworkers!

We are excited to welcome four new coworkers to our Penn Valley family. **Elias Cox** joined our service and facility teams, **Sean Hepler** joined our delivery team, **Dan Rosenfeld** joined our office team, and **Jay Forsythe** joined our service team. We're so thankful for what each of them brings to our coworker family: demonstrated character, a heart to serve, and passion to use and develop their skills to faithfully meet your propane needs with excellence. We look forward to many years of working together!

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.

Energy assistance will be available this winter, but the opening of the program was delayed by the federal government shut down. As of the writing of this article, the federal bill was passed and the PA office plans to open on December 3, 2025. After that date, 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	\$23,475
2 persons	\$31,725
3 persons	\$39,975
4 persons	\$48,225
Each additional person add:	\$ 8,250

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.

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!

Winter Safety Reminders

- 1. Always check your tank gauge before** calling an HVAC company with a "no heat" phone call. If your tank gauge is below 10%, call us first.
- 2. Please 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. **Please keep a clear path to your gas tank** and the lid clear of snow and ice. This is especially helpful in deep snow.

- 3. Keep your underground tank marked** with the yellow flag or pole supplied by Penn Valley, a driveway reflector, or another type of marker at least 30 inches tall.
- 4. Keep vents and chimneys clear of snow and/or debris** for appliances that discharge combustion air to the outside. These appliances can only function properly with no restrictions. An area extending four feet in all directions from the vent should be kept clear to prevent blockage.
- 5. When your propane generator runs, please watch the gauge on the propane tank and call** us when it reaches 30%. Since we don't know when your generator runs, we need your help to make sure you have propane for all your propane appliances. To automate the notification process, contact our office to purchase a remote tank monitor that sends us the tank reading.



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"The angel reassured them. "Don't be afraid!" he said. "I bring you good news that will bring great joy to all people. The Savior—yes, the Messiah, the Lord—has been born today in Bethlehem!"

Luke 2:10-11



Electricity Prices Outpace Inflation

Did you know that the cost of electricity is increasing faster than inflation? Earlier this year, the US Energy Information Administration (EIA) reported that electricity prices have increased faster than inflation since 2022 and they expect that trend to continue through 2026.

If rising electricity costs make you curious about replacing your electric water heater with a propane water heater, please call our office. We're offering 50% off* the installed price of an energy efficient propane water heater.

For more reading, scan this QR code:



*Some restrictions apply. Discount is capped at \$800. Expires 5/31/26.

ELECTRICITY PRICES

INFLATION

Rate Us Online!

Had a great experience with Penn Valley? Have time to post a review? For over 68 years, we have been focused on building trusted relationships as we meet your propane needs with kind, professional service. We're thankful for all of the encouraging calls, notes, and emails that we receive to compliment our drivers, techs, and customer service team. Now we're asking for your help to tell those stories on online.

Scan this QR code to easily add a review. Thanks in advance!



review us
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