



Thanks for choosing Penn Valley to meet your propane needs!

Thank You, Evelyn

In preparation for a retirement on our office team last year, we interviewed several candidates, including Evelyn Lucas. Her cheerful disposition, heart for others, professional experience, administrative background, and fluency in Spanish have made her a great fit for our company. For many years, we've wanted to provide better service to our Spanish-speaking customers, and now with Evelyn joining our team, that dream has become a reality!

Evelyn and her husband, Wayne, have a blended family with two adult children: Alyssa and Wayne Jr. Together, they enjoy family comedy nights, road trips, and trying new restaurants, and Evelyn loves serving women in crisis and the elderly community via church ministries and local non-profits. She enjoys furniture restoration, reading, writing, traveling, and her newest hobby, gardening.

Thank you, Evelyn, for choosing to join us on mission at Penn Valley. We appreciate your perseverance in learning a new industry, your dedication to achieve excellence in your



work, and your genuine compassion towards others, which overflows through

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From Our Family to Yours

The year 2026 will be marked by celebrations across the country as we commemorate our nation's 250th anniversary. We also honor the millions of men and women who have given their lives to establish and protect this nation. If you or your loved ones have served in any capacity, all of us at Penn Valley thank you for your service and your sacrifice.

America has long been known as the land of opportunity. Settlers came here for religious and economic freedom, and later a new nation was formed: "one nation under God, indivisible, with liberty and justice for all." These values and others afford us freedoms that many around the world do not enjoy. While thankful to live in the United States, we recognize that no nation, including ours, has the perfect solution to our world's problems. True hope and freedom are only found in God who governs all things. In the Bible, Daniel 2:21 says, "He controls the course of world events; He removes kings and sets up other kings. He gives wisdom to the wise and knowledge to the scholars." There is peace in knowing that when we don't have all the answers, we know the One who does.

In addition to celebrating a special national holiday this July, many of us are looking forward to the warmer summer weather after such a long winter. The very cold temperatures and persistent snow were challenging for all of us. God provided in so many ways to enable our team to keep your homes warm, and we are deeply grateful for our amazing coworkers who faithfully worked long days despite the stubborn winter elements. Thank you for choosing Penn Valley as your propane provider. We wish you a wonderful summer season!

Dwane Balmer

President of Wholesale & Equipment

Josh Balmer

President of Retail & Finance



the help you provide to Spanish-speaking customers. Thank you for living out our value of relationships through the many ways you seek to be a conduit of help and hope to others.

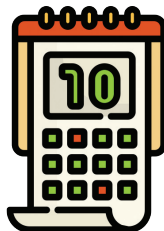
Welcome to the Family!

We are excited to welcome two new coworkers to our family this spring. **Cynthia Stannard** joined our Human Resources team, and **Katie Jones** joined our Customer Service team. Both Cynthia and Katie bring valuable skills and experience to our company along with a desire to learn and serve others. We look forward to many years of serving together!

Equal Payment Plan

We'll take your average annual usage and divide it into ten equal payments. When you send in your payment monthly from August to May you can relax knowing that during the winter when your usage is at its highest your bill will stay the same. For added convenience, you can also enroll in **AutoPay** from either a checking account or credit card.

Please contact our office with your questions or to enroll. If you were enrolled in the Equal Payment Plan last year, you will automatically receive this year's plan information in July.



Rate Us Online!

Had a great experience with Penn Valley? Have time to post a review? For over 69 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 online.

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



Online Customer Portal

For your ease and convenience, our Customer Portal offers 24/7 self-service where you can:

- Enroll in AutoPay and update AutoPay settings
- Enroll in paperless billing (see article below)
- View transaction history
- View account documents like delivery tickets, invoices, and statements
- Update payment methods
- Update contact information
- Request enrollment in the Equal Payment Plan

Visit myaccount.pennvalleygas.com to set up your account access and start enjoying these 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!

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 starting May 29 and ending Sept 4, which is every Friday between Memorial Day and Labor Day.** 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 read these important reminders.

Call Before You Dig

If you or your contractor have plans to dig with any powered equipment, it is your obligation to call PA One Call by dialing 811. This call should notify all underground utilities servicing your property. **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 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. We also recommend placing 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 a dangerous emergency 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. Our first priority is your safety!

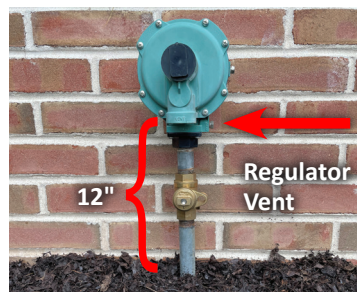
Mulching Warning

Please take note of these safety reminders when mulching near your propane tank and regulator:

Aboveground Tank: Mulch must not cover the bottom of the tank since that can cause premature hidden corrosion. Please keep mulch below the concrete blocks supporting the tank.



Underground Tank: Keep mulch 5-6" below the height of the underground tank lid. This will prevent surface water from accumulating in or around the lid and freezing in the winter. It is also critical to keep mulch at the propane shut-off valve and regulator at least 12" below the regulator vent. This will allow ample access to the shut-off valve and prevent restriction of the regulator vent.





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ELECTRONIC SERVICE REQUESTED

*"He has made everything
beautiful in its time. He has also
set eternity in the human heart;
yet no one can fathom what God
has done from beginning to end."*

Ecclesiastes 3:11 (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 10/31/26.

**50%
OFF!**



Thank You, Rick and Janet!

This spring saw two of our long-time coworkers enter retirement. **Rick Sames** joined us in 1997 as a delivery driver and it wasn't long before he was doing service work in the summer and driving transport in the winter. He is one of just a few coworkers who has the skills and experience to jump in and easily help each of our field teams. Everyone who interacts with Rick experiences his amiability, positivity, and selflessness in blessing others. Thank you, Rick, for almost 29 years of faithfully serving our customers around the clock. We're thankful for the help and hope you share with others and we pray a blessing over this new season in your life.

We are also celebrating **Janet Young**, who retired in April after almost 22 years on our office team. She started with helping post customer payments in the winter months, but due to her character and the excellence of her work, her role grew, and over the years her responsibilities have spanned most of our billing and administrative tasks. She has a keen ability for quickly and accurately processing details and problem-solving issues. We will miss her kind and joyful spirit on our team, and her humble, willing heart to work behind the scenes in support of others. Thank you, Janet, for being a role model in so many ways and consistently living out our values through your work. May this new season be one of joy and blessing.