



Thanks for choosing Penn Valley to meet your propane needs!

## Thank You, Caleb

As a family business for 67 years, we love opportunities for multiple generations to work together and learn from one another. For many decades, our company's founders, Ken and Ruth Balmer, worked with their children and grandchildren, and as our Penn Valley family has grown over the last decade, it gives us joy to see some of our coworkers' families enjoy working together as well.



When we were looking to hire a service technician in 2022, our coworker, Deb, suggested to her son, Caleb, that he apply. It was quickly apparent that his experience in fabrication and mechanics would be an excellent fit for our service team. His hardworking and willing spirit combined with his ability to learn things quickly, his determination to figure things out, and his drive to contribute, meant that he was soon in high demand in several areas of our company.

Caleb and his wife, Laura, have been married for 17 years and have two daughters, Ellysha and Hannah. He enjoys building, working on, and riding bikes on any terrain from paved roads to mountain trails. He loves good food, anything outdoors, creating and playing music, and lending a helping hand to neighbors and people at church.

Thank you, Caleb, for choosing to invest your time and talent to bless our coworkers and customers at Penn Valley. We look forward to many more years of serving together!

## From Our Family to Yours

It's been said that comparison is the thief of joy and this can be especially true around the holidays. We often focus on what we don't have, instead of what we do have. Advertisements promise the perfect gift that will bring us all the joy and happiness we're longing for. If that were true, would the return lines be so long the day after Christmas? Things can't really bring the lasting joy we desire, but there is a way we can truly experience it.

First, consider the fact that we were put here on earth with a purpose. Psalm 139:13-14 states, "For You formed my inward parts; You knitted me together in my mother's womb. I praise You, for I am fearfully and wonderfully made. Wonderful are Your works; my soul knows it very well." We have each been given our own unique identity, so we can embrace just who God designed us to be. We have a purpose that goes beyond any material things we may or may not have.

Secondly, we can use our unique God given-design to bless others. Maybe you have the gift of encouragement or a heart for service. This holiday season, share a note of gratitude, wash the dishes for someone, shovel snow for a neighbor, or drop off a favorite drink when it's not expected. One small act of kindness will change their day and bring you joy as you use your gifts to bless others.

Penn Valley is blessed by the many coworkers who have chosen to use their gifts to serve our customers with excellence. Whether you are new to the Penn Valley family or have been a customer for years, our prayer is for you to experience a season of true joy as we celebrate the birth of our Savior, the Giver of all good gifts.

Dwane Balmer

President of Wholesale & Equipment

Josh Balmer

President of Retail & Finance



## 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.



## Check Out Our Enhanced Customer Portal!

We've added another feature to our Customer Portal! To better serve you, we continue to upgrade our Customer Portal with ease and convenience in mind. You now have the ability to view and update your contact information directly from the portal. This is in addition to the existing features that allow you to view account documents (i.e. delivery tickets, invoices, and statements), setup paperless billing (see instructions in article below), request to enroll in an Equal Payment Plan, and update your payment methods. Visit [myaccount.pennvalleygas.com](http://myaccount.pennvalleygas.com) to setup access to your account and start enjoying these 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](http://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!

## 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.

Assistance is available for a variety of financial situations. 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	\$22,590
2 persons	\$30,660
3 persons	\$38,730
4 persons	\$46,800
Each additional person add:	\$ 8,070

## 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

## 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](http://www.pennvalleygas.com) for more information.

### Call Us Immediately If You Smell Propane

Have you ever smelled propane, but thought it was no big deal? Have you ever had a friend or relative come to visit and they notice an odd odor that you have grown accustomed to at your home?

Propane in its natural state is an odorless, colorless gas. Since propane leaks can create a safety hazard, an odorant is added as the primary means of leak detection. The odor is often described as a rotten egg or sewer-like smell.

It is not normal to smell propane inside or outside your home. If you detect a smell of gas, even if it seems minor, or you suspect a gas leak for another reason, please **call our office without delay**. If we determine from the conversation that there may be a gas leak, we will come and inspect for leaks. Our priority is for your propane system to be safe.

### Winter Safety Reminders

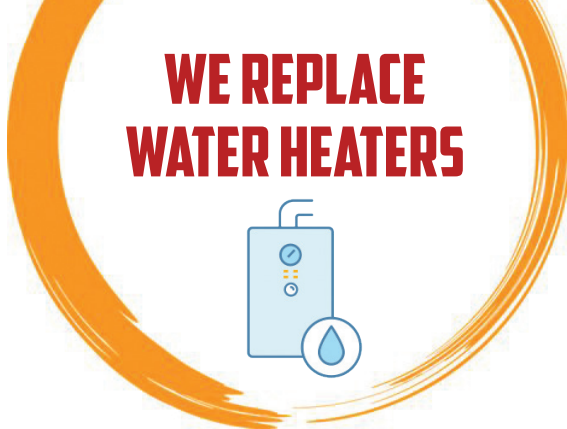
1. **Always check your tank gauge before** calling an HVAC company with a "no heat" phone call. If your tank gauge is below 10%, call us first.
2. Please keep your driveway and sidewalk clear of ice and snow. Our trucks need the full width of your driveway to reach your tank safely and efficiently. **Please 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. Appliances that discharge combustion air to the outside through vents or chimneys can only function properly with no restrictions. An area of four feet, extending in all directions from the vent, should be kept clear of snow and/or debris to **prevent vent 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.





3000 Meetinghouse Road  
Telford, PA 18969  
**215.723.7429**  
www.pennvalleygas.com

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**ELECTRONIC SERVICE REQUESTED**

*"Wonderful are your works;  
my soul knows it very well."*

*Psalm 139:14*



## Need a Trusted Contractor?

Are you planning a home improvement project? Maybe a new deck or patio? A garage? Perhaps it's a change in appliances, 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 you some recommendations. We look forward to your call and providing some help.

## Renewable Propane

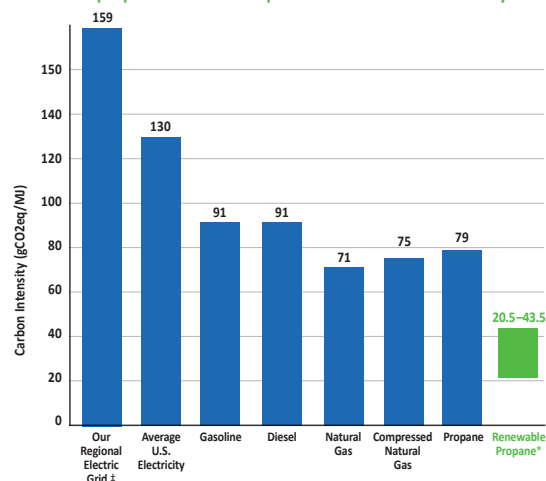
Renewable propane can be made from a variety of renewable materials like plant and vegetable oils, animal fats, and used cooking oil. Plus, the propane appliances you already have work on renewable propane. This means there are no switching costs to realize carbon emissions that are lower than conventional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