

Customer Connection



Dear Customers:

Can you believe summer is almost over? It went by too fast!

Before cold weather gets here, take a moment to review your energy plan for this winter. Parker Gas offers options designed to protect you from fuel price fluctuations, and keep your gas tank full all winter (article this page). Call us if you have any questions about these programs, we'll be happy to help.

As always, we want your family to be comfortable and safe. Read the propane safety tips on page 3 and review them with everyone in your household. It's important to know the safety guidelines of using this efficient, clean-burning fuel.

Also on page 3, you can read about our two drivers who won first and second in the 2006 and 2007 state-wide "Bobtail Rodeo." The bobtail is the truck we deliver your fuel in, and our employees were named among the most skilled drivers in the state. We're proud of our skilled staff.

As always, let us know if there's anything we can do to serve you better.

Thank you for your business!

Price protection plan helps with energy cost

The energy markets in general continue to be unstable, as we've seen over the last few years. Propane, as a derivative of crude oil, has experienced some instability as well, although compared with most other fuels (especially electricity) it's still a bargain.

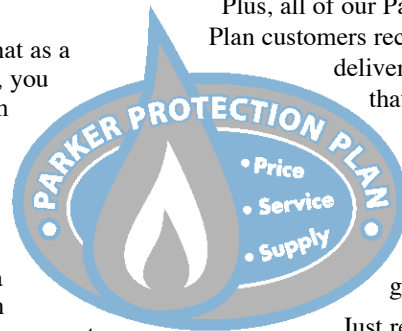
The good news is that as a Parker Gas customer, you can be protected from price volatility. We offer you the Parker Protection Plan, so that you never worry about fuel prices. This plan combines a fixed price per gallon with a fixed monthly payment amount so that you always know what to expect.

When you sign up for the plan,

we'll give you your price per gallon, which won't change for the entire winter. Then you can choose a 6- or 12-month Equal Pay Plan, so that you know exactly how much to expect. You can plan for your energy costs with the Parker Protection Plan.

Plus, all of our Parker Protection Plan customers receive automatic deliveries. Which means that your propane will arrive on a regular schedule, you don't have to worry about checking your gauge or calling in.

Just relax, and let Parker Gas take care of your winter energy needs. Call us today with any questions or to get Parker Protection!



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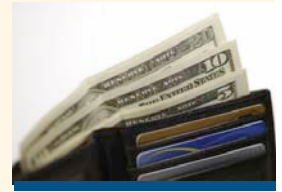
Lower energy use

With these simple steps, you can save on your home energy expenses this year.

- ✓ Have your heating system inspected and tuned up. A properly maintained heating system is efficient and safe. Call Parker Gas today and we'll refer you to one of our qualified HVAC partners.
- ✓ Change your furnace filter monthly to increase efficiency.
- ✓ Invest in a programmable thermostat timer that allows you to lower your home's temperature when you're not there. You can cut annual heating bills by as much as 10 percent per year by turning your thermostat back 10-15 percent for eight hours per day.
- ✓ Protect against drafts by caulking and weather stripping around windows, doors and other openings.
- ✓ Close vents and doors in unused rooms. Make sure your attic and basement are insulated properly.
- ✓ Decrease your water heating bill by turning down your water heater from the standard 120 degrees to 115 degrees.
- ✓ Install flow-restricting shower heads and reduce your hot water usage by up to 50 percent without reducing pressure.
- ✓ Run washing machines and clothes dryers with a full load.

Q. What else can I do to keep energy costs under control?

A. We have a few suggestions that can help. Have your tank filled before cold weather hits. Don't wait until it's empty during the winter when demand is higher.



Call Parker Gas to go over your payment plan options. We offer options to protect you against fluctuating energy costs and we can explain all the details.

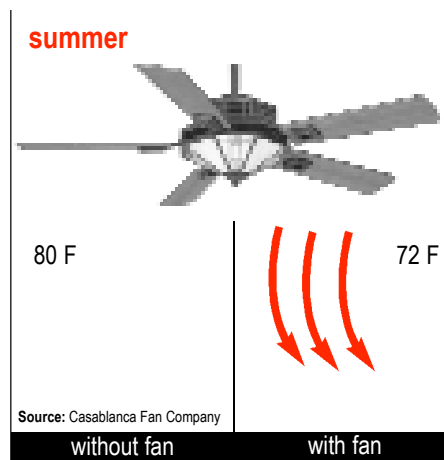
Take advantage of the federal tax credits for high-efficiency heating and cooling equipment. You can replace your old furnace or hot water heater with a new, highly efficient propane model, which will save you over the long term. Tax benefits are only through the end of 2007, so visit our showroom today to find out which appliances qualify.

Easy energy money-saver for your home

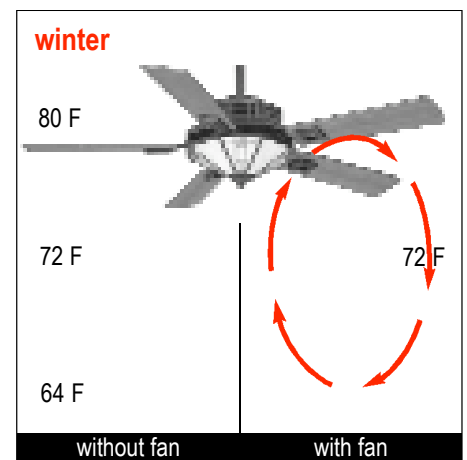
Did you know that you can change the direction that your ceiling fans rotate? More than that, you can save money on your energy bills by changing their direction two times per year.

Ceiling fans already save money by distributing air, but as you can see in the pictures on the right, they help distribute hot and cool air differently for different temperatures.

For this winter make sure your fans are rotating clockwise for the best efficiency boost.



In hot weather, operate the fan counter clockwise. This creates a cooling wind chill effect to make you feel up to 8 degrees cooler. The room thermostat setting can then be raised, resulting in reduced air conditioning energy consumption of 40 percent or more.



In cold weather, operate the fan clockwise on slow speed. This creates an updraft, which recirculates the hot air trapped at the ceiling to provide even heat in the room. The circulation allows you to lower the thermostat, resulting in energy savings of 10 percent or more.

Propane safety: Know the smell of propane

Propane has a strong, unpleasant smell like rotten eggs, a skunk's spray, or a dead animal. Because propane is an odorless gas, manufacturers add this smell deliberately to help alert customers in the event of a leak.

Not sure you'd recognize the smell of propane? Give us a call. We'd be happy to send you a scratch-and-sniff brochure or let you smell the propane the next time we're out filling your tank.

Follow the steps below if you do think you smell propane.

- 1.** Extinguish all smoking materials. Do not operate switches, appliances or cell phones.
- 2.** Evacuate the building, vehicle or area where propane is being used.
- 3.** Outside, at the tank, shut the gas off by turning the silver hand wheel clockwise until the wheel stops.
- 4.** Call us or the fire department from a neighbor's phone.
- 5.** While you wait for help, do not open the propane supply valve, even if you no longer smell propane. Do not re-enter the building, vehicle or area where you smelled gas.
- 6.** Our properly trained service technicians or another emergency responder will check for escaped gas. Only a qualified service technician should repair any leaks. The service technician will then check all of your gas appliances and re-light any pilot lights. Do not attempt to re-light pilot lights yourself.

Carbon monoxide

Sometimes, what you don't know *can* hurt you. We want you to know about the dangers of carbon monoxide (CO).

Vehicles and appliances that burn fossil fuels — space heaters, ranges, furnaces, fireplaces, water heaters, dryers, cars, etc. — produce carbon monoxide every time they are turned on. If not vented or burned properly, excessive amounts of CO may form causing a hazardous situation.

We advise installing a detection device that lets you know if CO levels are too high. Be sure that any CO detector you install is UL-approved.



Employee Spotlight

Rodeo Winners

Parker Gas is proud to recognize two of our drivers for their accomplishments in the 2006 and 2007 North Carolina

Propane Gas Association (NCPGA) "Bobtail Rodeo."

Bobtail is an industry term for the truck that

we use to deliver propane to your home, farm or place of business.

Each year the NCPGA holds a contest that tests propane drivers on their knowledge and skill in various tasks they may encounter while delivering propane. They were tested on backing up to the tank, parallel parking, and driving various narrow or curving courses for precision. They also did a pre-trip inspection ensuring the safety of the vehicle.

Hillary Morrisey (pictured at top, center) from our Clinton office was awarded first place at the 2007 rodeo.

Calvin Smith (pictured bottom, left) took second place in the 2006 statewide competition. He serves customers from our Fayetteville office.

We are proud of their accomplishments and congratulations to them for being among the best in the state!



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*Important propane safety
information inside!*

Tankless water heating is more efficient, saves money

Plus, you never run out of hot water with a tankless model!

Tankless water heating saves families on energy costs because it's on-demand, instead of pre-heated.

These newer water heater models are a small wall unit instead of a huge tank. When you turn on a hot water faucet, the unit heats the water instantly as it passes through. When you shut the faucet off, there is no leftover hot water — the unit simply stops heating.

No wonder they save you money! When you have 50 gallons of water that is repeatedly warmed up until used, it takes much more energy.

Parker Gas Co. carries Rinnai tankless water heaters. Pictured here is the Rinnai Continuum wall unit. If you're interested in a new, efficient Rinnai tankless water heater, just give us a call with your questions, or stop by our showroom.

Did you know that the Rinnai Continuum water heaters qualify for a \$300 tax credit? Start saving today on your energy costs by installing a Rinnai water heater.



PARKER
GAS CO. INC.

Your Neighborhood Energy Source

1504 Sunset Avenue
Clinton, NC 28328
910-592-3942

Hours: 8:00 - 5:00 M-F
Saturday 9:00 - Noon

214 McLamb Road
Newton Grove, NC 28366
910-594-0932

Hours: 8:00 - 5:00 M-F

2669 Owen Drive
Fayetteville, NC 28306
910-323-8283

Hours: 8:00 - 5:00 M-F

1308 S. Brightleaf Blvd.
Smithfield, NC 27577
919-989-6189

Hours: 8:00 - 5:00 M-F