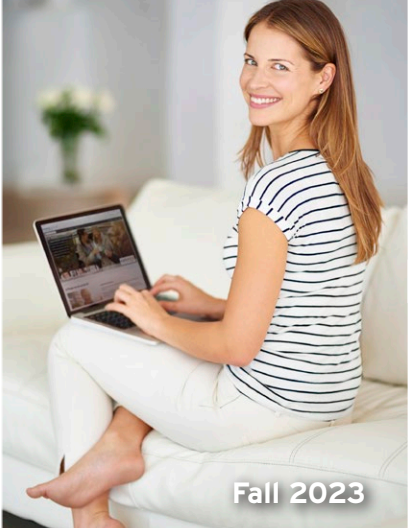




Fall 2023



comfort zone



PARKER
GAS CO. INC.
Feel Comfortable With Us

PERSONALLY SPEAKING

new law protects the right to choose your heating source

Dear Friends,

A few months ago,

North Carolina became the 25th state in the country to pass legislation protecting the right of consumers to choose their heating source.

House Bill 130 prohibits local governments from banning any service based on the type or source of energy delivered, including propane. For example, the new law safeguards the continued installation and use of gas appliances like those used for space heating, water heating and cooking.

Why was this law necessary? Dozens of communities across the country have been changing their building codes in the past few years to ban gas hookups in new residential and commercial buildings.

Government leaders in many states have decided to aggressively promote electricity as the **only** clean energy solution. They do this by favoring conversions to electric heat pumps at the expense of traditional, proven fuels like propane and natural gas.

Unfortunately, they ignore the environmental value of low-carbon propane—which we deliver right now—and the promise of renewable propane in the near future.

Fighting climate change by lowering emissions requires a sensible approach to energy policy—not one that tries to force homeowners and businesses who like propane to switch to electric heating. We're pleased that leaders in North Carolina are keeping us on track to incorporate a balanced and clean energy plan for our state.

Warmly,

Daren Parker David Parker



Daren and David Parker

stay immune from big delivery bills

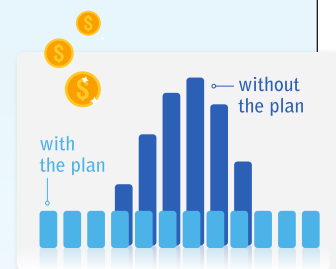
We have a proven way to make heating your home less stressful—and less expensive. We call it the **Easy Pay plan**. Enrollment is free, and we give all EasyPay customers an automatic **3¢-per-gallon discount**.

After we estimate your total bill for the coming year, we'll split that total into manageable monthly payments. Instead of facing big bills during the coldest part of winter, you'll pay much lower, more predictable bills throughout the year.

We keep Easy Pay enrollment open **year-round**, so you can sign up whenever you want at **no cost**. We recommend signing up before the winter, however, so you can avoid paying for your delivery in full every time.

For more convenience, combine Easy Pay with our **Auto Pay** and **paperless billing** options.

Please visit our website for more information and then contact us to request enrollment.



return the survey, enter our drawing

We hope you will take a few minutes to fill out the enclosed customer satisfaction survey—and, by all means, be honest.

Your feedback will help us serve you better and improve our customer service. We promise to give your feedback our undivided attention. As a thank-you, each completed survey will be entered into a drawing to win a six-piece starter set of HexClad cookware—a \$400 value!





Your Formula for Responsive Service

One of the great benefits of being a propane customer is that you interact with private businesses (like us) that **do not operate as monopolies**.

Unlike the imposing gas and electric utilities, propane companies are not franchised by the state to work exclusively within a service territory awarded to them. That means that propane customers remain free to shop around for a propane gas dealer that offers them the best price and service. This freedom to choose is the **secret ingredient**.

Bottom line: unlike the utility companies, we **never** take our customers for granted. We work hard every day to maintain your trust in us with programs designed to keep you comfortable and safe while saving you money year-round.

On the other hand, gas and electric customers are locked into paying their utility's various (and always confusing) delivery charges, which can comprise a big chunk of a total monthly bill.

These fees compensate the utility not only for the cost of delivering natural gas and electricity to your home but also for its operations and services, such as repairing or improving infrastructure, employee salaries, etc.

Why Are Utility Delivery Fees Going Up?

Right now, there is a vital need for utilities to invest in infrastructure to draw in additional power from renewable energy projects. But these big investments, often with price tags soaring into hundreds of millions of dollars, may impact utility bills over the coming years.

There is a good chance that gas and electric customers will experience "sticker shock," especially in the next decade as more fleets transition to electric vehicles and more buildings electrify.

So, if anyone in government ever gets the "bright" idea to monopolize propane companies and force them to play under the same rules as utilities, this could adversely affect the quality of propane service that customers like you have come to rely on for so many years.

As a frustrated government official once said: "If it ain't broke, don't fix it!"*

*Source: https://www.bookbrowse.com/expressions/detail/index.cfm/expression_number/326/if-it-aint-broke-dont-fix-it



The Propane Advantage: What's the Secret Ingredient?

Eco-friendliness, cost-effectiveness, safety, efficiency and versatility – these are among the advantages of being a propane customer. But there is also a secret ingredient. Read on to learn more.



Is Propane Considered a Renewable Fuel?

While propane remains one of the most eco-friendly fuels available today, industry leaders are firmly committed to raising the bar higher by making renewable propane gas available to everyone. Renewable propane gas is not in wide use yet, but its production grows substantially each year.

Just as conventional propane is a co-product of natural gas or oil refining, renewable propane can be described as a co-product of biodiesel production. Molecularly identical to conventional propane, it's made using many of the same feedstocks as biodiesel. Renewable propane has approximately half the carbon intensity of conventional propane and roughly 16% of the intensity of grid electricity.*

This means that clean electricity—still a work in progress—is not the only game in town!

Please visit RenewablePropaneGas.com to learn more.

*Source: Propane Education & Research Council

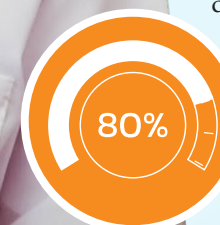


Tank Gauge Mystery: Why Doesn't It Ever Read 100%?

Your delivery driver needs to leave extra space in your tank to allow for propane to safely expand. Propane companies typically only fill aboveground tanks to about 80% capacity; they can fill underground tanks slightly higher because they are insulated against the heat. The extra space in the tank provides a cushion against the pressure that builds up.

As an example, a 500-gallon tank filled to 80% will safely hold 400 gallons of propane.

This is especially important in hot weather, when liquid propane will expand the most. If you notice that the tank gauge reading fluctuates during quick temperature swings (hot days, cool nights), don't worry. That's perfectly normal. Also, keep in mind that the amount of gas in the tank doesn't actually change during periods of expansion and contraction—only its density does.



Safety First: 4 Propane Tank Tips

- 1. If you are clearing snow and ice** and notice any leaks or damage to tanks and lines, immediately close the tank valve and call us.
- 2. Keep all outside gas lines and regulators free** from accumulating ice and snow. Also, keep snow and ice at least 12 to 18 inches below the top of propane tanks.
- 3. If you have accumulated snow and ice** that needs to be removed, be sure your tank shutoff valve is accessible before proceeding with removal. If it isn't, clear the area around the valve first. Homeowners often damage these components during ice removal, so use extreme caution.
- 4. If you smell propane inside your house**, leave your home immediately. If you can shut your tank off safely, do so immediately and then get far away from your house before alerting the fire department—and us.

your propane gas fireplace options

If you want to add hearth products to your home, propane gas fireplaces are the way to go. The type of fireplace you choose dictates what kind of gas logs are available, as they are different for direct-vent and ventless fireplaces.

Direct-vent fireplaces provide an attractive, realistic flame. However, this aesthetic comes at the cost of decreased efficiency since much of the generated heat escapes through the chimney or flue.

In comparison, vent-free fireplaces give you greater heating efficiency, but their flames aren't as large or



realistic as those of direct-vent fireplaces. Also, vent-free fireplaces and gas logs are not permitted to be installed in bedrooms or enclosed areas like bathrooms because they vent combustion byproducts into the home and not outdoors. Some municipalities prohibit them altogether because of this issue.

Please reach out to us, and we'll help you find the type of fireplace that works best for your home and comfort needs.

BIG savings: fall into rebates and tax credits

If you've been putting off investing in new propane heating equipment, please reach out to us. You may not be aware of all the money you could save right now.



- Through North Carolina's Safe Appliance Installation Rebate Program, you can qualify for rebates of \$150 on propane water-heating equipment and \$250 for either a propane furnace, hybrid heating system or propane gas pack.
- With current rebates from **Rinnai**, you can get as much as \$100 back on qualifying water heaters and direct vent wall furnaces.
- You can receive a **federal tax credit of up to \$600** for installing a qualifying high-efficiency propane heating system.

Your savings don't stop there. High-efficiency propane appliances can lower your annual energy costs while improving your comfort for years to come.

Please reach out to us today, and we'll help you get started on the road to these big savings.



1504 Sunset Ave., Clinton, NC 28328



Propane • Water Heaters • Space Heaters
Fireplace Inserts • Gas Logs • Grills

PRESORTED
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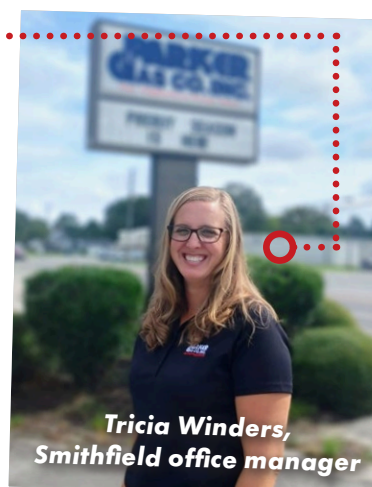
snapshot

Tricia Winders joined us in April 2022 as our Smithfield office manager. She brought years of customer service experience in the automotive industry.

"Keeping your paperwork organized is always important in keeping any office running smoothly, but our main priority here is customer service," says Tricia, who was raised in Montana and relocated here when she was a teenager.

"Every phone conversation we have with a customer is an opportunity for us to build and strengthen our relationship," she says.

Off the job, Tricia enjoys family time with her husband, two grown sons and a pair of Labrador Retrievers. One of her favorite vacation destinations is the Florida Keys.



Tricia Winders,
Smithfield office manager