



# CoEnergy Propane

Your **HOME**™ town, Propane Service Provider

# Customer Connection

newsletter

## Winter 2008

### CoEnergy Propane

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**Office Hours:**  
8:00 a.m.–5:00 p.m.  
Monday–Friday

#### CoEnergy Propane Propane Professionals:

Dave Ezell - Corvallis  
Don Leonard - Redmond

## Lower monthly payments with Level Pay option

CoEnergy Propane strives to provide you with superior customer service, competitive pricing, and programs that help make using propane even easier!

That's why we provide our CoEnergy Propane customers with a helpful payment option called the Level Pay plan. Level Pay spreads your annual propane use into 12 level monthly payments, so you always know what to budget for your energy spending.

If you would like to make level monthly payments all year, give CoEnergy Propane a call. We can determine what your monthly payment will be and get you enrolled.

You may also choose to combine Level Pay with our Auto Pay program and have payments automatically deducted from the bank or credit card account of your choice.

Call your local CoEnergy Propane office today and enroll in Level Pay. You'll enjoy easier-to-manage lower monthly payments when winter arrives and throughout the year!



#### Helpful CoEnergy Propane programs:

**Level Pay** — level monthly payments all year.

**Auto Pay** — payments deducted from the bank or credit card account of your choice.

**Scheduled Route** — we schedule your deliveries automatically when you need them.

**Metered Service** — you are invoiced for the amount of propane you use each month.

## WELCOME!

Dear Friends,

With fall quickly turning into winter, we wanted to send out this newsletter to highlight a couple of things we think are important.

**CoEnergy Propane recently revamped our website to provide you more conveniences.**

You can now **send your meter readings online** (instead of by postcard), **submit your tank percentage reading for a delivery**

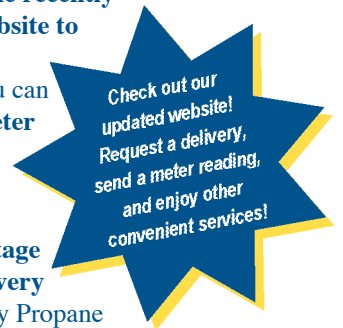
and view CoEnergy Propane newsletters online. Soon you'll be able to make payments and receive e-statements online.

With energy price volatility affecting every segment of our economy, many of you have indicated that pricing and payment options would be helpful. We certainly understand — that's why **CoEnergy Propane works hard to provide you a guaranteed rate for an entire year!** This helps shield you from price volatility, and last year in certain instances, saved CoEnergy Propane customers 75¢ or more, per gallon!

**Please review the Level Payment option as described on this page. We strongly encourage you to enroll in this helpful program and take more control over energy spending.**

If you know someone who would enjoy lower payments, a guaranteed rate, and reliable, courteous service, please tell them about CoEnergy Propane. We'll credit your account with 25 gallons of free propane for each referral who becomes a customer.

From all of us at CoEnergy Propane, we hope you enjoyed a colorful fall and we send our warmest wishes for a happy holiday season.



## In This Issue...

- Enjoy lower monthly payments all year
- Tips conserve energy, save you money
- Helpful online options now available!

## Help avoid out-of-gas situations

An out-of-gas situation is undesirable for everyone. It is potentially hazardous and it is inconvenient for everyone involved.



Any time an out-of-gas situation occurs, CoEnergy Propane must perform a complete inspection of the gas system before service can be restored and a delivery can be made. Because this is costly, time-consuming and inefficient, an out-of-gas fee will be incurred if you are *not* a member of our Scheduled Routing program.

**Scheduled Routing ensures you'll always have propane and it helps us make deliveries efficiently.**

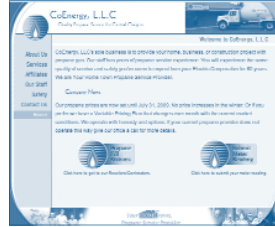
If you have Scheduled Routing and an out-of-gas situation occurs, CoEnergy Propane will restore your service free of charge.

We do ask that you check your tank gauge periodically and call us when it reads 20 percent. Call and enroll in Scheduled Routing today. You'll be glad you did!

## Updated website provides online options

As part of CoEnergy Propane's commitment to customer service and satisfaction, we are excited to introduce our **newly updated website at [www.coenergy.net](http://www.coenergy.net)**.

You'll find more **helpful account and service information** than before. You can now **send us meter readings online (instead of by postcard)**, view **CoEnergy Propane newsletters electronically**, and **submit your tank percentage reading to schedule a delivery**.



Please send us an email and let us know if there has been a change in your lifestyle that affects your propane use (such as a new propane appliance, baby, etc.) so that we may update your delivery schedule. We also ask that you help us keep records up-to-date by **sending us an email and letting us know if you use propane as a primary, or secondary heat source**. This helps us ensure our scheduled delivery routes reflect your current propane needs. We don't want anyone to run out of gas!

And, if you'd like to forget about checking your tank gauge and calling us for a delivery, send us an email and we'll make sure you're enrolled in our free Scheduled Route delivery program. Send us an email and let us know how CoEnergy Propane can be of assistance!

## Conserve energy and save money

- Turn down your thermostat to 68 degrees. For every degree you lower your heat in the 60-degree to 70-degree range, you'll **save up to 5 percent on heating costs**.
- Wear warm clothing like a sweater and set your thermostat to 68 degrees or lower during the day and evening, health permitting. Set the thermostat back to 55 degrees or off at night or when leaving home for an extended time, **saving 5-20 percent of your heating costs**.
- Replace furnace filters once a month. Dirty filters restrict air flow and increase energy use. Now is also the time for a furnace "tune-up." Keeping your furnace clean, lubricated and properly adjusted reduces energy use, **saving up to 5 percent of heating costs**. Click the **Affiliates** section of our website for a list of heating contractors we recommend for a winter furnace tune-up!

## Safety tip

- ★ **You can't smell or taste carbon monoxide (CO), but it is a dangerous gas. High levels can make you sick, and in extreme cases, can cause death. We recommend installing CO and propane gas detectors in your home. Visit our website and click on Affiliates for a list of Preferred Contractors who sell and install CO and propane detectors.**

**CoEnergy Propane • [www.coenergy.net](http://www.coenergy.net) • Redmond 541-504-9444 • Corvallis 541-738-6733 or 800-510-5886**

Visit our new website to submit meter readings, order online, and more!

*CoEnergy Propane sends warm wishes for a happy holiday season and a prosperous new year!*



4920 SW 3th St.,  
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CoEnergy  
Propane



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U.S. POSTAGE  
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Your Propane  
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