

STAY
CONNECTED

2nd
EDITION

FALL 2024

THE DCC PROPANE FAMILY OF LOCAL BRANDS:



GET READY FOR WINTER!

Essential Tips for Residential Customers on our Will Call Plan

Winter is just around the corner, and it's essential to prepare your home and propane supply for the colder months ahead. Keep in mind that as a Will Call customer, you are responsible for monitoring your own propane levels and placing your order as needed. This means one of the most important steps you can take is to **regularly check your tank levels**. During winter, your propane consumption will increase, so we strongly recommend placing your order when your tank gauge reaches 30%. This critical, proactive step ensures you receive your delivery in plenty of time. While our standard delivery lead times are up to 10 business days maximum, please note that as temperatures drop and demand increases, deliveries can sometimes take longer than usual. Additionally, deteriorating road conditions can impact our ability to deliver propane, making it even more crucial to monitor your tank levels and order early.

SPREAD YOUR PROPANE COSTS ACROSS 12 MONTHS

Reduce your Stress with our Budget Payment Plan

For peace of mind this winter, consider our all-inclusive delivery plans loaded with value-added services designed to ease the hassle of managing your propane supply.

Our plans feature budget billing – the simplest and most manageable way to pay! With a similar monthly payment that is automatically deducted from your bank account on a date of your choice, you can spread the total annual cost of your propane over 12 months. Our premium plans also include a FREE tank monitor, so you can leave the planning to us. Managing your propane supply has never been easier!

To sign up for one of our all-inclusive residential propane delivery plans, switch to auto route, or to learn more about our services, please visit your local brands' website or call your local office. Our friendly energy experts will be happy to assist you.

* Subject to additional terms and conditions as set forth in the Premium contract, including a minimum 650 credit score requirement to be eligible for the plans. Minimum gallons required to qualify for a tank monitor.

Plan comparison chart

OUR MOST POPULAR PLAN

	Premium Pro Plan	Premium Plan
Variable market price	✓	
Fixed price for 12 months*		✓
Auto route delivery program	✓	✓
FREE tank monitor*	✓	✓
Budget payment plan	✓	✓
Autopay	✓	✓
Paperless billing	✓	✓
FREE system safety check	✓	✓
FREE tank paint service	✓	✓



CLEAR THE WAY!

Ensure a Clear Path to Your Propane Tank

During the cooler months, in some areas snow, ice, and debris can make it difficult for us to reach your tank. If we cannot safely get down your driveway or reach your tank, we might not be able to make your propane delivery! So please plan ahead and ensure that your tank is accessible at all times. When clearing your driveway, make sure it is wide enough for our trucks to get through, and provide a safe path to your tank. Don't forget to mark the location of the propane tank with a colored flag on a pole visible above any snow drifts. This is especially important if you have an underground propane tank.

By taking these steps, you can ensure a smooth and reliable propane supply throughout the winter season. Thank you for choosing us as your propane provider, and we look forward to serving you this winter and beyond.

GO PAPERLESS & WIN \$1000 CREDIT ON ACCOUNT!

Announcing our Go Paperless Sweepstakes! All active residential propane customers who are signed up for paperless billing by December 31, 2024 will be entered to win **\$1000 credit on account!***



WHY GO PAPERLESS?

- 24/7 Convenience:** Access your bills anytime, anywhere.
- Environmentally Friendly:** Reduce paper waste.
- Secure:** Receive timely and secure bills directly to your email.

HOW TO ENTER

If you are already a paperless billing customer, you will be automatically entered into the sweepstakes. If you are not yet signed up for paperless invoices and statements, now is the time!

- 1 Visit dccpropane.com/go-paperless-sweepstakes and select your local brand
- 2 Complete the signup for paperless billing



*Eligibility: Open to all active residential propane customers (delivery within the last 18 months) who are signed up for paperless billing by December 31, 2024. Must remain active and signed up for paperless billing at the time of the drawing. Nine regional winners to be announced in February 2025. Credit will be applied to the winners account on April 1, 2025 and they will have until March 30, 2026 to use their credit. Visit our website or your local store for full contest details.

YOU'RE IN!

WE'RE HERE FOR YOU – READY TO MEET YOUR NEEDS

At the heart of everything we do is our commitment to serving you quickly and efficiently. That's why we've recently upgraded our phone system and cross-trained our Customer Service teams to assist nearby locations.

We understand the value of your time, and aim to assist you as quickly as possible. If your local CSR is assisting another customer, your call will seamlessly connect to an available CSR in a nearby **local** office, ensuring you get the help you need without delay.

Your time matters to us, and we're dedicated to answering your calls promptly and providing the exceptional service you deserve!



PLANS FOR PETS!

Be Sure Your Pets are Secured & Safe.

Our drivers and service techs love animals, but the feeling is not always mutual. Sometimes, friendly pets may get aggressive with suspected "intruders," so it's extremely important that you have a plan in place to secure your pets **before** we arrive, for their safety AND ours!



ENERGY EFFICIENCY TIPS

- 1 Seal drafts and check insulation.
- 2 Change furnace filters often.
- 3 Close doors/vents in unused rooms.
- 4 Reset your water heater thermostat.
- 5 Switch to LED lights.
- 6 Upgrade to a smart/programmable thermostat and turn it down before bed.



EASY MONEY... SIMPLY SPREAD THE WORD

Our **Refer-a-Friend Program** is a WIN-WIN when you tell your friends and family about the benefits of joining the DCC Propane family of companies.

For **each** friend that signs up for qualifying service, you'll earn a cash credit on your account, and they'll get great prices and service. So, you'll both reap the benefits of sharing! And there's no limit to the number of credits you can receive.

Contact your local office to find out more!



TURKEY SAFETY

Take All Necessary Precautions to Stay Safe!

At Thanksgiving time, many folks try their hand at deep frying their turkey to save time and enjoy the deliciously moist meat. However, without proper safety precautions, things can go wrong! Since oil and water don't mix, dousing an oil fire with water only makes matters worse by forcing the piping-hot oil to spill out of the fryer! Be sure to never use an oil fryer on a wooden deck or in a garage, and follow all the safety tips below to ensure a safe and delicious meal:



Turkey Frying Safety Tips

- 1 Never leave the fryer unattended while in use
- 2 Keep children and pets at a safe distance
- 3 Locate your fryer on level ground at least 10 feet away from anything flammable
- 4 Fully thaw and pat dry your turkey before frying
- 5 Don't overfill the fryer with oil
- 6 Maintain proper oil temperature
- 7 Wear protective clothing and eye protection

**WISHING YOU
A SAFE & HAPPY
THANKSGIVING!**

