

STAY CONNECTED

3rd EDITION

SPRING 2025

THE DCC PROPANE FAMILY OF LOCAL BRANDS:



PAPERLESS BILLING

CONTEST WINNERS

We're always looking for ways to make your experience more convenient while promoting sustainability. That's why we launched our Paperless Billing Contest! Customers who enrolled in paperless billing were automatically entered for a chance to win **\$1000 credit** on their account!

We're happy to congratulate our regional winners!

Central Illinois Market	Hicksgas	Paul Flynn
Central Plains Market	Propane Central	James Krok
Deep South Market	Spalding Gas	Theresa Brown
Great Lakes Market	UPG, Grand River Propane	Dave Flanagan
Mid South Market	UPG, Price's Ballard-Carlisle Propane	Linn Harper
Pacific Northwest Market	Pioneer Propane	Kimberly Baar
Rocky Mountain Market	Deluca Gas	Patrick & Sunny Murphy



Left to right: Todd Baker, Paul and Amy Flynn, and Keith Denk



Left to right: Ben Harville, James Krok, Brandon Meyers, and Eric Payne



Left to right: Scott Foster, Patrick Murphy, and Kevin Bennett



Left to right: Brandy Hughes and Joseph Dawson III

WHY GO PAPERLESS?

24/7

Access your bills any time, anywhere.



Reduce paper waste & help the environment.



Timely and secure bills sent straight to your email.

Haven't signed up yet? It's easy!
Complete the form on our website **TODAY**.



STAY SAFE WITH PROPANE!

Safety is our top priority at DCC Propane. For the most up-to-date propane safety information, visit the Propane Education & Research Council (PERC) website: propane.com/safety. Additionally, to help you and your family recognize the distinct odor of propane, scan the QR code to request a scratch 'n sniff card mailed to you. **Stay informed, stay safe!**



LEASE ONE OF OUR TANKS – FREE SYSTEM CHECKS, TANK PAINTING & MORE!

If you lease a propane tank from us, you're already enjoying the benefits of worry-free maintenance. But did you know that your tank comes with free scheduled safety checks and painting?

Here's what that means for you:



Scheduled Tank Painting (approximately every 7-10 Years)

Regular tank painting helps protect against rust and corrosion while keeping your tank looking its best.



Scheduled Propane System Checks (approximately every 7-10 Years)

Our technicians inspect fittings, valves, and connections to ensure your system is running at peak performance.



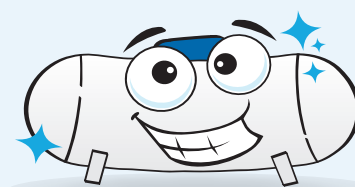
No Maintenance or Repair Costs for You!

When you lease from us, we take care of the maintenance and repairs.



Automated Notifications!

We'll notify you when it's time to schedule your comprehensive propane system check, so be sure to keep us updated with a valid email address.



DCC
PROPANE, LLC



WHY PROPANE IS THE PERFECT CHOICE FOR YOUR OUTDOOR LIVING SPACE

Spring is here, and it's time to enjoy the great outdoors! Propane can power a variety of outdoor living amenities, making your space more comfortable and enjoyable:

Outdoor Kitchens: Cook with precision and convenience using propane-powered grills and stoves, whether at home or on the road at tailgates or camping trips.

Fire Pits & Patio Heaters: Extend your evenings outdoors with warm, efficient heat that produces less smoke and doesn't require clean-up.

Pool & Spa Heating: Propane heats your water more quickly than solar or electric and keeps it at the perfect temperature without breaking the bank.

Backup Generators: Stay prepared for storms and power outages with a reliable fuel source that doesn't diminish over time, so it's always there when you need it most.

Propane fuels your summer fun – follow us on facebook so you don't miss any special offers and updates!

HEARTWARMING STORIES FROM THE WINTER SEASON

Winter weather can be unpredictable, and we sincerely appreciate your patience and partnership as we continually strive to provide reliable service, even in extreme conditions.



“ I had a tech come out to fill my tank. It was during one of the coldest periods this season. The tech found a code violation and could not refill my nearly empty tank due to a safety concern. Instead of just throwing a lock on the tank and leaving me without propane/heat, the tech stayed on site and resolved the code violation in order to be able to fill my tank same day... The tech who came out won my business for life.”

Ricky, TN

“ I have been struggling to get propane delivered, especially in this weather. Jamie actually went above and beyond just to try and get propane delivered only to find out that the tank had a leak in it. Jamie and Doug could have just left me to figure it out on my own but they didn't. They worked together to ensure that my property has propane and Doug has even volunteered to ensure I get it tomorrow... I'll remain a customer for life.”

Marc, MI

“ We had such an amazing experience... Billie was so friendly and very understanding about our situation! By the late afternoon, Anthony came and brought a temporary propane tank so that we have enough to survive until they can come with the big propane tank truck! As a new homeowner, I didn't know how certain things work in the house, but Anthony was very friendly and patient with me in answering all of my questions! Deepest appreciation!

Risa, WA

“ With their common knowledge, our furnace was running in no time and they schooled me in the process, should it ever happen again. Thank you so much for going above and beyond and saving us a service call. Another big thanks for checking gas pressure and keeping us safe and warm!”

Anissa, IL

TO ALL OUR CUSTOMERS – thank you for your trust and patience! We remain committed to serving you better every season.

FAQS: YOUR QUESTIONS ANSWERED

Got questions about your propane service? We're here to help! Below, you'll find answers to some of the most common questions our customers ask.

What is Automatic Delivery?

Automatic Delivery is a worry-free, cost-effective propane delivery service that uses advanced technology to monitor weather conditions and track your individual propane usage. This system automatically alerts us when your tank needs refilling, eliminating the need for you to check your tank gauge. Best of all, this free service ensures your propane supply remains consistent year-round, offering convenience and peace of mind.

Do I need to be home at the time of delivery?

You do not need to be home as long as our driver has clear and safe access to your propane tank. Please ensure there's an unobstructed path. However, if your propane service has been disrupted (for example, if you've run out of gas), you'll need to be present for a required leak test to safely restore service.

Will I be credited for any gas in my tank if I sell my home?

Typically, propane remaining in the tank should be included in your home's closing agreement. The day before closing, check your tank gauge percentage and contact us—we'll provide the current value of the propane to help your realtor accurately factor it into your final settlement.

What assurance do I have that propane technicians are properly trained?

All of our technicians undergo comprehensive safety and hazardous materials training, along with extensive hands-on instruction. Each technician must successfully complete this training and receive formal approval before working independently. Depending on prior experience, training typically lasts between four to eight weeks, ensuring technicians are fully qualified and prepared.

Why do we charge a hazmat fee?

We charge a hazmat fee to offset costs related to compliance with state and federal regulations governing the safe handling and transportation of propane. The fee helps fund driver training, vehicle inspections, safety equipment, and regulatory compliance measures, all critical for ensuring safety in our communities.

Key Compliance Areas Include:

DOT: Driver training, vehicle inspections, hazardous material handling

OSHA: Workplace safety standards

DHS: Security screenings and safety planning

EPA & NFPA: Environmental compliance and safety codes

This commitment helps us deliver safe, reliable service to you.

What should I do if my propane appliance stops working?

1. Check if other propane appliances are working; if not, verify your propane tank isn't empty.
2. Confirm the propane valve is open.
3. Inspect the appliance fuse or circuit breaker.
4. If your furnace isn't working, replace the filter if dirty.
5. Check the pilot light (if applicable).
6. If the problem persists, contact a qualified technician.

What should I do if my pilot light goes out?

If your pilot light goes out, follow these steps:

1. Turn off the appliance.
2. Wait at least five minutes to allow propane gas to clear.
3. Follow the manufacturer's instructions carefully to relight the pilot.
4. If you can't relight the pilot safely, or it goes out repeatedly, contact a qualified technician immediately.

