McPhail
FUEL COMPANY
*Since 1884*
*Locally Owned & Operated*

*Serving our friends and neighbors throughout the North Bay for 135 years.*

# PROPANE Comfort

FALL 2019

## CHECK OUT OUR NEW WEB HUB!

We recently updated our website to bring you even more helpful information plus make it easier to find what you need—whether you are on your computer or cell phone!

We also updated our secure **WEB HUB** where you can log into your account to:

- ✔ Place an order
- ✔ Pay your McPhail's bill
- ✔ Enroll in auto pay with electronic funds transfer (EFT/ACH) from a designated bank account or with a credit card
- ✔ View your service history
- ✔ View your payment history

To access the **WEB HUB** just click on YOUR ACCOUNT from our home page or visit the hub directly at:

www.mcphails.com/client-login

### FROM THE DESK OF: STEVE LOFGREN

Dear Valued Customer,

Time is flying by. In fact, this year our company celebrated a new landmark with 135 years of service! With so many businesses here one day and gone the next, it's truly humbling to reflect on our long history.

One sure reason for our company's longevity is because of valued customers like you. With that in mind, I'd like to take this special opportunity to say:

***Thank you for being a McPhail Fuel Company customer.***

We sincerely appreciate your business, and are truly grateful to have you in our family of customers.

Another reason I believe McPhail's has continued to grow after all these years is knowing when to welcome change, and when things should remain the same.

For example, we embrace new technology, and we're always on the lookout for smart products and services that will bring you greater value.

Likewise, we make sure not to change the things that truly mean the most to you, such as:

We enjoy serving you and appreciate that you have chosen McPhail's to serve your propane delivery and service needs!

- **Competitive fuel rates.** While some companies take advantage of their customers with propane price hikes during peak seasons, you can trust us to always provide competitive rates to you at all times, year after year.
- **A wide range of propane services and plan options.** No matter what kind of propane service you need, or what kind of payment plan you prefer, you don't have to look any further than McPhail's.
- **Highly trained propane experts who care about your satisfaction.** At McPhail's, we invest in training updates for our entire team to keep them abreast of safety procedures and new propane products. Plus, everyone here truly cares about meeting your needs. Please do not hesitate to give us call if you have any questions, compliments, or comments about our services.

We wish you and your family happy holidays, and look forward to serving your home comfort needs for years to come!

Sincerely,

Steve

Steve Lofgren, *President*

*P.S. If you're in our area please stop in to say hi to us and to Max, too. He loves visitors!*

# 4 Smart Service Options

## We Offer to Help You Save Time, Rest Easier, and Save Money, too!

## 1 Automatic Bank Payments: Enroll & Enter to Win FREE PROPANE

Paying your McPhail's propane bills automatically by EFT/ACH bank debit is convenient, easy, and smart:

- **Always pay your bill on time.** Save time, save stamps, and eliminate late payments.
- **Avoid the hassles of paying by credit card.** With automatic bank payments there are no interest fees and no late fees. Plus, you don't have to call us with new "credit card updates".
- **ENTER TO WIN 100 GALLONS OF PROPANE** If 25 or more people enroll before next April we'll automatically enter all those names in a special drawing to win 100 gallons of propane! Encourage others to enroll so you can all have a chance to win.

To fill out the application, log into your **WEB HUB** account at **www.mcphails.com/client-login** or visit **www.mcphails.com/forms.** If you have any questions or prefer to enroll by mail just give us a call.

## 2 Tank McChecker Propane Monitoring

Do you ever come close to running out of propane? Even worse, ever had a propane runout? It's not just inconvenient, it can cost you a lot of extra money, too!

Rather than worry about running out, let **McPhail's Tank McChecker** remote tank monitor keep track of your supply. This small device attaches to your tank, and when your fuel gets low, a signal is automatically transmitted to our office. It's especially great for:

- **Vacation homes and rental properties**
- **Commercial and agricultural operations**
- **Anyone whose propane usage varies**

With a monitor on your tank you can rest easy knowing you'll always receive your propane when you need it, no matter how irregular your fuel usage. For details, call us today.

## 3 Level Pay Easy Monthly Billing

Is paying for your propane after each delivery putting an extra strain on your monthly household expenses? Try our Level Pay program! Level Pay spreads out your annual propane costs into 11 simple monthly payments beginning in April. If you'd like to enroll or learn what your personalized monthly payments could be please give us a call or email us at **fuel@mcphails.com**.

## 4 Equipment Tune-ups & Service

We all know the importance of tune-ups for our car. It's the same for our propane equipment! Regular tune-ups help reduce your energy usage, help you avoid expensive repairs, and help your propane equipment last longer.

At McPhail's, we offer precision propane tune-ups plus so much more, including:

- **Repairs and service** of all your propane systems including furnaces, water heaters, clothes dryers, cooking stoves, space heaters, gas fireplaces, pool heaters, generators, and gas grills.
- **Installation of gas lines** if you are adding new propane equipment, want to convert electric units to propane, or if you are building a new home.

**Plus, enjoy extra savings now with the coupon below!**

**CUSTOMER APPRECIATION SAVINGS**

# $25 OFF

## TUNE-UP, REPAIR, OR SERVICE OF YOUR PROPANE APPLIANCE

McPhail FUEL COMPANY *Since 1884*

**(707) 285-3525 • (415) 285-3525**

**Offer expires 12/31/19.** Mention coupon to receive the discount. May not be redeemed for cash. One coupon per household.

# Leak Test Q&A

## Q: Why do I have to have a leak test?

**A:** Leak tests are required whenever there is an interruption of service, such as running out of propane or installing a new propane tank. It is necessary for you to be home during the leak test.

**Leak tests are performed for your safety and are required.** The reason is because during normal usage when the tank supplies your system with propane, there is a constant pressure on the pipes. This pressure causes the pipe joint compound to expand. When gas pressure stops, the pipe joint compound retracts. *This retraction can cause leaks to form.*

Leak tests are just one more extra expense and inconvenience that can occur when you run out. That's why we highly recommend avoiding runouts with Routed Delivery Service or Tank McChecker remote tank monitoring. If you have any questions about these services or leak tests just give us a call!

## Please Clear the Area Around Your Propane Tank

Is your propane tank surrounded by high grass and plants? Are tree limbs hanging low? Do you have debris and other objects next to your tank?

**These problems aren't just inconvenient for our drivers, they can also cause safety issues!** Please help us serve you better and keep you safer as follows:

- Clear 10 feet of free space above and around your tank, removing grass, plants, poison ivy, debris, objects, equipment, wood piles, and branches
- Clear dirt piles and anything underneath your tank
- Remove sheds and structures around or near your tank

Taking these steps will allow us to get to your tank, provide proper ventilation around your tank, and create a safer situation in the event of fires. It will also help protect your tank from corrosion and rusting. Thank you!

## Help a Friend Become a New McPhail's Customer and Receive a $50 Credit on Your Account

Do you know a friend, neighbor, family member, or business acquaintance who could benefit from being a McPhail Fuel Company propane customer? With our referral program, you can both enjoy extra savings! First, explain the benefits of becoming a new customer, which include:

- **FREE Installation for Their Above Ground Tank**
- **FREE Whole-Home Safety Check**
- **SPECIAL New Customer Pricing on their First Propane Delivery**

Once your friend's account is established, we'll thank you with a **$50 CREDIT ON YOUR ACCOUNT!** The more friends who sign up, the more credit you can receive. To get started, contact us online or call us today.

McPhail FUEL COMPANY
Since 1884

# PROPANE Comfort

FALL 2019

## Your Full-Service Propane Specialist

PO Box 960
Cotati, CA 94931

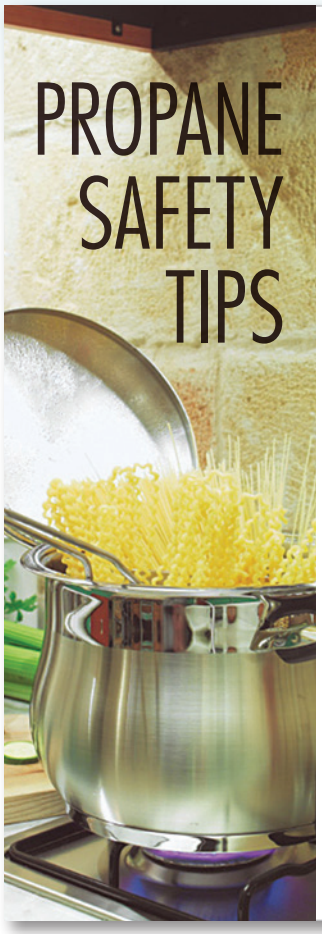
### HOME COMFORT SERVICES

Complete Propane Installation • Full Routed Deliveries
Tank Rentals • Level Pay Plans • Remote Tank Monitoring
Customer Gas Appliance Repair • Safety Checks
24 Hour Emergency Service • Certified Service Personnel
New Customer Incentives

### BUSINESS PARTNER SERVICES

*Serving Restaurants, Lodging, Wineries, Dairies, & More*
Reliable Fuel Delivery & Installations
Dispenser Delivery & Service • Certified Reseller Training
Industrial Motor Fuel • Employee Safety Training

**(707) 285-3525 • (415) 285-3525**
www.mcphails.com




## What to Do in the Event You Smell Gas

*Please review and share these important tips with everyone in your household.*

- NO FLAMES OR SPARKS! Immediately put out all smoking materials and other open flames. Do not operate lights, appliances, telephones, or cell phones. Flames or sparks from these sources can trigger an explosion or a fire.
- LEAVE THE AREA IMMEDIATELY! Get everyone out of the building or area where you suspect gas is leaking.
- SHUT OFF THE GAS. Turn off the main gas supply valve on your propane tank if it is safe to do so.
- REPORT THE LEAK. From a neighbor's home or other nearby building away from the gas leak call McPhail Fuel Company, 911, or your local fire department right away.
- DO NOT RETURN TO THE BUILDING OR AREA until one of our McPhail's qualified service technicians or your safety responder determines that it is safe to do so.
- GET YOUR SYSTEM CHECKED. Before you attempt to use your propane appliances our qualified service technician must check your entire system to ensure that it is leak-free.

*Shutting off your gas supply at the tank can help make the situation safer until help arrives.*

*To close your shut off valve, turn it to the right (clockwise).*

McPhail FUEL COMPANY
(707) 285-3525
(415) 285-3525

Local Fire Department: _____