McPhail
FUEL COMPANY
Since 1884

Locally Owned & Operated

Serving our Friends & Neighbors Throughout the North Bay for over 140 years.

PROPANE Comfort

FALL/WINTER 2024

HOME COMFORT SERVICES

Complete Propane Installation

Propane Tank Rentals

Level Pay Plans

Remote Tank Monitoring

Computer Routed Delivery Service

Plumbing and Piping

Safety Checks

24 Hour Emergency Service

Certified Service Personnel

BUSINESS PARTNER SERVICES

Serving Restaurants, Lodging, Wineries, Dairies, & More

Reliable Propane Fuel Delivery & Installations

Employee Safety Training

(707) 285-3525

(415) 285-3525

fuel@mcphails.com

www.mcphails.com

Commitment to Our Customers

Dear Valued Customer,

2024 marks the 140th year for McPhails and the 100th year for McPhail Fuel Company. A lot has changed over the years, but our commitment to our customers remains the same. Even though we've been in operation for 140 years, we treat each day as if it is our first day in business. We strive to treat each customer as if they are our only customer.

McPhail Fuel Company is proud of its rich heritage and lengthy service to Northern California communities. We believe our longevity is due to several factors:

- **We are a locally owned and operated business.** We live in the communities we serve, and actively work to strengthen them.
- **Your safety is our first priority.** We stay current with all propane safety procedures and take every necessary precaution to keep your family safe.
- **We are an independent family business.** We started as a family business in 1884 and will continue to operate as one into the future.
- **We care about our customers.** We firmly believe in serving our customers reliably, safely and with integrity.

Once again, we **thank you** for being a McPhail's customer. We truly appreciate your continued business and loyalty! As always, if you have any concerns or questions, please feel to reach out to us.

Sincerely,

Matt Hernandez
President

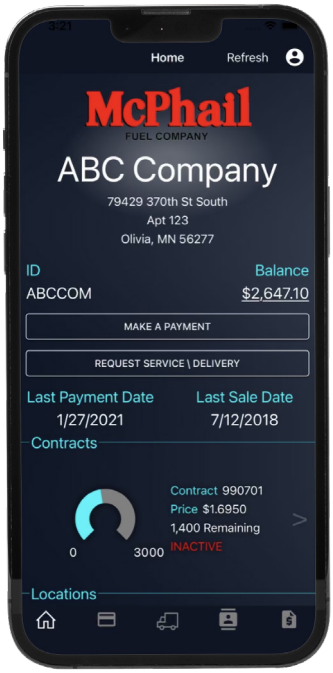
Please Clear the Area Around Your Propane Tank

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!



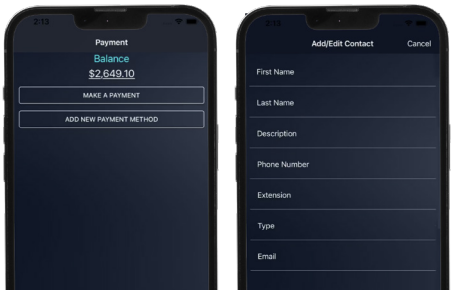
Announcing our new customer app!

We are excited to announce the release of our new customer app for your cell phone or tablet. This app was designed and curated with our customers in mind, with many easy-to-use features. It is free and available for either Apple or Android devices.

Navigate to your preferred app store and search "McPhail Fuel Company" download and begin managing your account from your smart phone or iPad.

Our new app offers the ability to:

- View your account balance
- Make a payment
- Add a payment method
- Request service and deliveries
- and so much more!



If you currently use our online portal, there is no need to register again – you can use your current login credentials on the app.

For first time users: Select "register" and follow the instructions to complete registration.

If you have any questions or need assistance, please feel free to give us a call or send us an email.

Download on the App Store

GET IT ON Google Play

Help a Friend and You BOTH Get a Credit!

Make a referral & both you and your friend get a **$50 credit!**

Do you know someone who could benefit from being a McPhail Fuel Company propane customer? With our referral program, you both can enjoy extra savings!

First, explain the benefits of becoming one of our customers, which include:

- **FREE above ground tank installation**
- **FREE whole-home propane safety check**

Once your friend's account is established we'll thank you both with a $50 credit on your accounts!

The more friends you help sign up, the more credit you can receive.

To get started, contact us online or call us today.

Your Review Makes a Difference!

Positive reviews from awesome customers like you help other families feel confident about choosing McPhail Fuel Company for their propane needs.

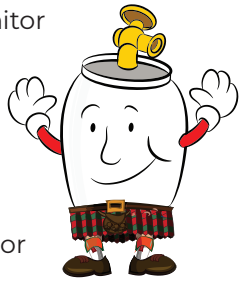
Would you please take 60 seconds to go to our site, Google and/or Yelp to share your experiences?

A few sentences is all it takes! Using your mobile phone's camera, scan the handy QR code below for easy access to our review sites.

We will be most grateful. Thank you in advance for helping us out!

Why a Tank Monitor can prove helpful for you

Our McChecker wireless tank monitor is a great way to manage your propane deliveries simply and easily. The receiver on your tank alerts us when it's time for a refill; you'll also get an email or text to let you know your fuel level is getting low. You can even monitor your propane levels on your smart phone!



Tank McChecker never forgets to check your propane supply!

Tank monitors are extremely helpful if you have:

- A vacation home, rental property, pool or generator
- Commercial or agricultural operations
- Difficulties checking your fuel supply
- Usage that varies often

Even if you've never had a propane run-out before, a wireless tank monitor could be a smart move for you. Learn more about this useful device by giving us a call today.

Four smart reasons you benefit with Level Pay.

✔ **No high propane bills**
With Level Pay your yearly propane costs are spread out into lower, easier monthly payments.

✔ **No surprises**
You always know the amount of your next payment and when it is due.

✔ **Personalized to your usage**
Your Level Pay plan is based on your actual propane usage. Our goal is to keep your monthly payments as low and as accurate as possible.

✔ **Automatic payment options**
Automatic payments are safe, save you time, and are never late.

Enrollment begins in April, but if you are interested in **Level Pay** contact us now to get on the list for estimates in the spring!

McPhail FUEL COMPANY
Since 1884

PROPANE Comfort

FALL/WINTER 2024

Your Full-Service Propane Specialist

HOME COMFORT SERVICES

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

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Reliable Fuel Delivery & Installations
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www.mcphails.com

Google yelp nextdoor

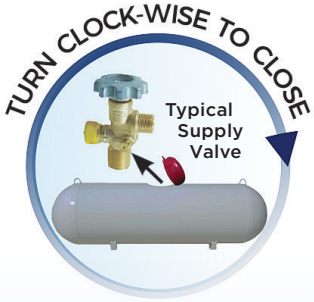
Online reviews are important to companies like ours. Please review us on Google or Yelp!

PROPANE SAFETY TIPS

IF YOU SUSPECT A PROPANE LEAK:

If you suspect a leak, even a small flame or spark could ignite the fuel. Please share these safety tips with your family and post in a convenient location for easy reference.

1. **Extinguish any flames and cigarettes immediately.**
2. **Don't touch any light switches,** flashlights, appliances, or use any type of phone, including your cell phone. Flames or sparks can trigger an explosion or fire.
3. **Evacuate your home immediately** and move everyone to a safe, distant location.
4. **Shut off the propane supply at the tank** if you feel it's safe to do so.
5. **Call safety professionals.** As soon as you are at a safe location, call McPhail Fuel Company, 911, or your fire department immediately.
6. **Stay away** until the leak has been found, repaired, and/or deemed safe by our professionals.



If you suspect a leak, shutting off your propane supply at the tank can help make the situation safer until help arrives.

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