McPhail
FUEL COMPANY

PROPANE COMFORT

FALL 2025

Dear Valued Customer,

At McPhail Fuel Company, our mission has always been simple: deliver safe, reliable propane service while treating every customer like a neighbor. As an independent, family-owned business, we believe that strong relationships are just as important as a strong fuel supply.

We take pride in what sets us apart:

- **Rooted in the community.** As a locally owned business, we're proud neighbors who actively support and invest in the places we live and serve.
- **Committed to your safety.** Protecting your home and family is paramount. We strictly adhere to the latest propane safety standards and best practices.
- **A family tradition.** Since 1884, we've remained an independent, family-owned company dedicated to serving the North Bay with care and consistency.
- **Personalized service.** As your local propane company, we offer friendly, customized customer care tailored to your specific needs, not a one-size-fits-all approach.
- **Quick response times.** Being local means faster delivery and emergency response, minimizing downtime or inconvenience. And... no long-wait call centers. Talk directly to knowledgeable local staff who can quickly address your needs.
- **Service with integrity.** Reliable, transparent, and honest — we're here to provide you with propane service you can trust every day.

Thank you for trusting McPhail's with your propane needs. We deeply appreciate your loyalty and look forward to continuing to serve you for years to come. If you ever have a question, concern, or suggestion, please don't hesitate to reach out to me directly.

Sincerely,
Matt Hernandez
President

What You'll Find Inside:

- Employee Spotlight: Celebrating Milestones
- Save Money with Energy Saving Hacks
- Download Our Free Customer App
- Simplify Your Fuel Costs with Our Level Pay Budget Plan
- Take the Guesswork Out of Propane with a Tank Monitor
- Refer a Friend & Earn Rewards
- How to Read your Propane Tank Gauge
- What to Do If You Smell Propane in Your Home

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EMPLOYEE SPOTLIGHT

Celebrating Milestones!

This year, we're honored to celebrate two incredible employees whose dedication and hard work have shaped our company's success.

Bret, Propane Delivery Driver

35 years of providing safe, reliable deliveries and exceptional service to our customers.

Steve, Outside Sales

30 years of building strong relationships and supporting our customers, including many years as a skilled plumber and tank installer for our company.

Thank you, Bret and Steve, for your loyalty, expertise, and the many ways you go above and beyond every day. Here's to many more years!

SIMPLY YOUR FUEL COSTS WITH OUR LEVEL PAY BUDGET PLAN

Control your heating costs with our customized Level Pay payment plan. Add predictability to your annual propane costs with manageable, even monthly payments spaced throughout the year.

- Make 11 equal monthly payments.
- Keep your bills simple and predictable.
- Enjoy easy payment options like EFT/ACH and card payments.

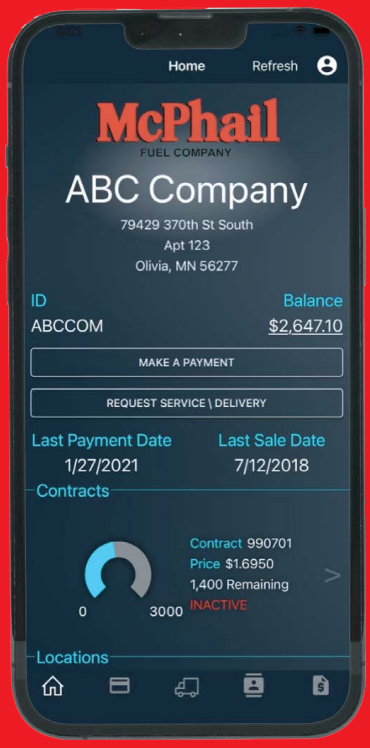
Enrollment begins in April, but if you're interested in Level Pay, contact us now to ensure you enjoy simply monthly payments starting next Spring.

SAVE MONEY WITH THESE ENERGY-SAVING HOME HACKS

As we transition from season to season, follow these simple tips to keep energy costs low and your home comfortable.

- **Seal air leaks and drafts.** Windows and doors are often the culprits of air leaks. Add caulk or weatherstripping to seal any leaks and prevent heat from escaping outdoors.
- **Install a programmable thermostat.** Program your thermostat to automatically lower the temperature while you are out of the house or asleep.
- **Use window treatments.** Open curtains on south-facing windows during the daytime to let sunlight naturally raise indoor temperatures.
- **Use warm water instead of hot water.** Turn down the water heater temperature to a warm setting, such as 120 degrees.

For more energy-saving tips or questions on how to reduce your energy consumption, just give us a call!



Download Our Customer App for More Convenience

Managing your propane just got easier! Our free customer app is available for Apple and Android smart devices. Scan the QR Code to download it and get started!

Our new app offers the ability to:

- View your account balance
- Make a payment
- Add a payment method
- Request service and deliveries
- View your tank percentage

If you currently use our online portal, there is no need to register again. You can use your current login credentials. For first time users, select “register” and follow the instructions to register. Call or email if you have any questions or need assistance!

Download on the App Store

GET IT ON Google Play

TAKE THE GUESSWORK OUT OF PROPANE WITH A TANK MONITOR

Running out of propane can be inconvenient, especially when you rely on it for cooking, heating, or powering appliances. With a propane tank monitor, managing your propane usage is easier than ever.

This smart device uses advanced sensors and wireless technology to track your tank’s level in real time; no more guessing, no more unexpected empty tanks. Tank monitors are extremely helpful if you have:

- A vacation home
- Rental property
- Swimming pool
- Back-up generator

Learn more about this useful device by giving us a call today (707) 285-3525.

REFER A FRIEND AND EARN REWARDS

Know someone who’s looking for a more reliable propane provider? Tell your friends, family, and neighbors about our dependable propane services and exceptional customer service. When your friend signs up as a customer, we’ll thank you with a $50 reward!

Our Referral Process Is as Easy as 1-2-3:

1. Contact us to let us know the name of your referral.
2. Have your referral contact us to become a customer.
3. After your friend is an established McPhail Fuel Company customer, you’ll receive a $50 account credit toward your next delivery!

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How to Read Your Propane Tank Gauge

Reading your tank gauge is easier than you think, although it can be a little confusing at first. Start by lifting the dome or lid of your propane tank to find the gauge. You'll see numbers in percentages ranging from 5 to 95. A propane tank is considered full at 85%.

If your gauge falls below 20%, you should contact McPhail Fuel Company immediately to refill your tank. Call (707) 285-3525 or email fuel@mcphails.com to request a delivery.

If Gauge Reads	NUMBER OF GALLONS REMAINING:			
	150-GAL. TANK	200-GAL. TANK	250-GAL. TANK	500-GAL. TANK
80%	120	160	200	400
70%	105	140	175	350
60%	90	120	150	300
50%	75	100	125	250
40%	60	80	100	200
30%	45	60	75	150
IF GAUGE READS LESS THAN 20%, ORDER GAS NOW!				
20%	30	40	50	100
10%	15	20	25	50

The numbers indicate the percentage of gas in the tank.

Look at the gauge attached to the tank with numbers from 5 to 95.

(Don't be confused by the pressure gauge with numbers from 0 to 300.)

WHAT TO DO IF YOU SMELL PROPANE IN YOUR HOME

All propane has an added odorant to aid in detection. The odor smells like rotten eggs, a skunk's spray, or a dead animal. If you think you smell propane gas in your home or around your property, follow the steps below right away.

1. **Extinguish flames and sparks.** Put out all smoking materials and other open flames. Avoid using anything that can create a spark or an electrical charge, such as lights, appliances, telephones, or cell phones, that can ignite an explosion or fire.
2. **Leave the area.** Get everyone out of the building or area where you suspect gas is leaking.
3. **Shut off the gas.** If it is safe to do so, turn off the main gas supply valve on your propane tank. To close the valve, turn it to the right (clockwise). If you have more than one tank, turn them all off.
4. **Report the leak.** As soon as you are at a safe location, call McPhail Fuel Company, 911, or your fire department immediately.
5. **Do not return to the building or area.** Wait until McPhail Fuel Company, an emergency responder, or another qualified service technician determines that it is safe to do so.
6. **Get your system checked.** Have a McPhail Fuel Company service technician check your entire system before attempting to use any of your propane appliances.

If you have more questions or concerns about propane safety, give us a call.

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